User's Manual

Stay Connected Insurance Program

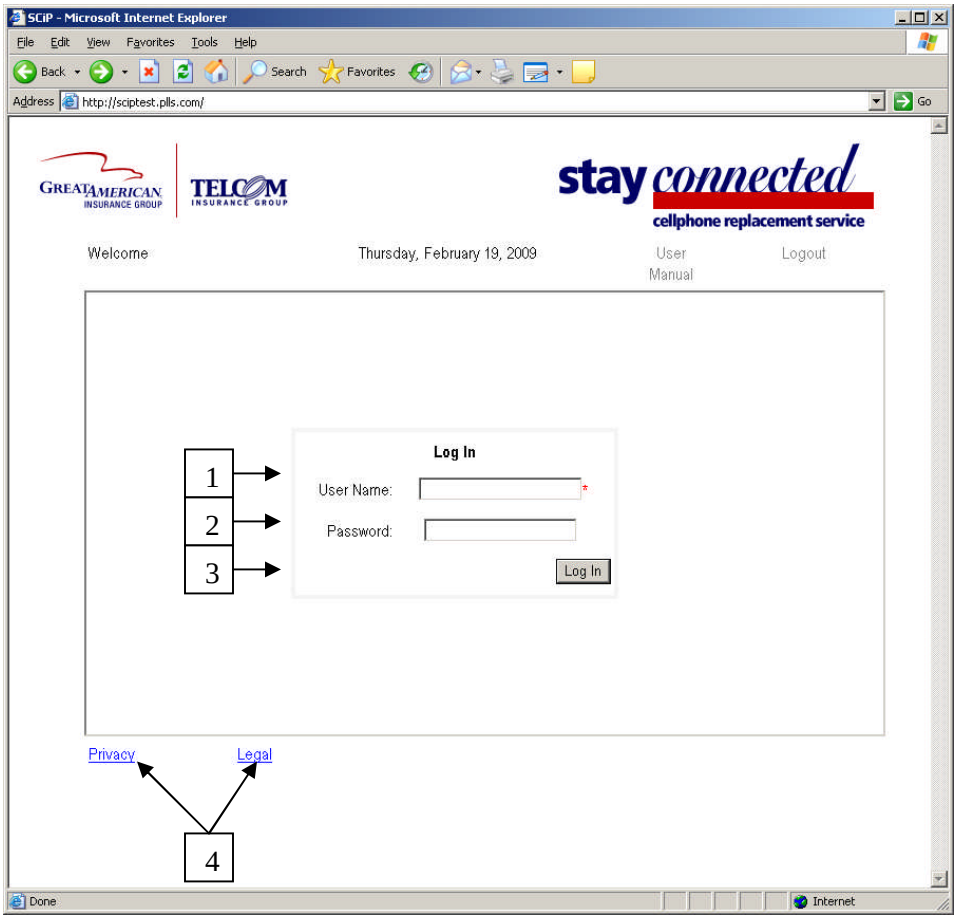
(SCiP)

System Overview:

Objectives-

- **Log In** - Enter User Name and Password
- **Home** - Main Page of Stay Connected
- **Quote** - Choose insurance types per each cell phone per Customer
- **Search -** Search for active certificates by Customer Name, Customer's Telco Account Number, Customer's Mobile Cell Number, or Certificate Number
- **Cancel** – Search for active certificates and cancel partial or full coverage
- **Claim** - Allows you to search for a certificate and complete information onto the loss notice
- **Transfer Phone** – Allows you to transfer coverage from one phone to another phone
- **User** - Allows you to set up new users, edit users, inactivate a user as well as reset passwords for a user.
- **Policy** - Allows you to set up a new policy, edit a policy or cancel a policy
- **Edit Customer** – Allows you to update customer information
- **Edit Inventory** – Allows the administrator to add additional phone Makes and Models along with deactivating phones that are no longer active. If keyboard is selected, it is preselected on the Quote and Transfer Phone screens.

Stay Connected (SCiP) Log In Page:



(1) **Type in User Name**

User name will need to be entered. (If the User Name or Password is invalid or not on file at Great American than an error message will appear.)

(2) **Type in Password**

Password will need to be entered. (If the User Name or Password is invalid or not on file at Great American than an error message will appear.)

(3) **Click to Log In**

This will take you to the home page of Stay Connected

Helpful Tip!

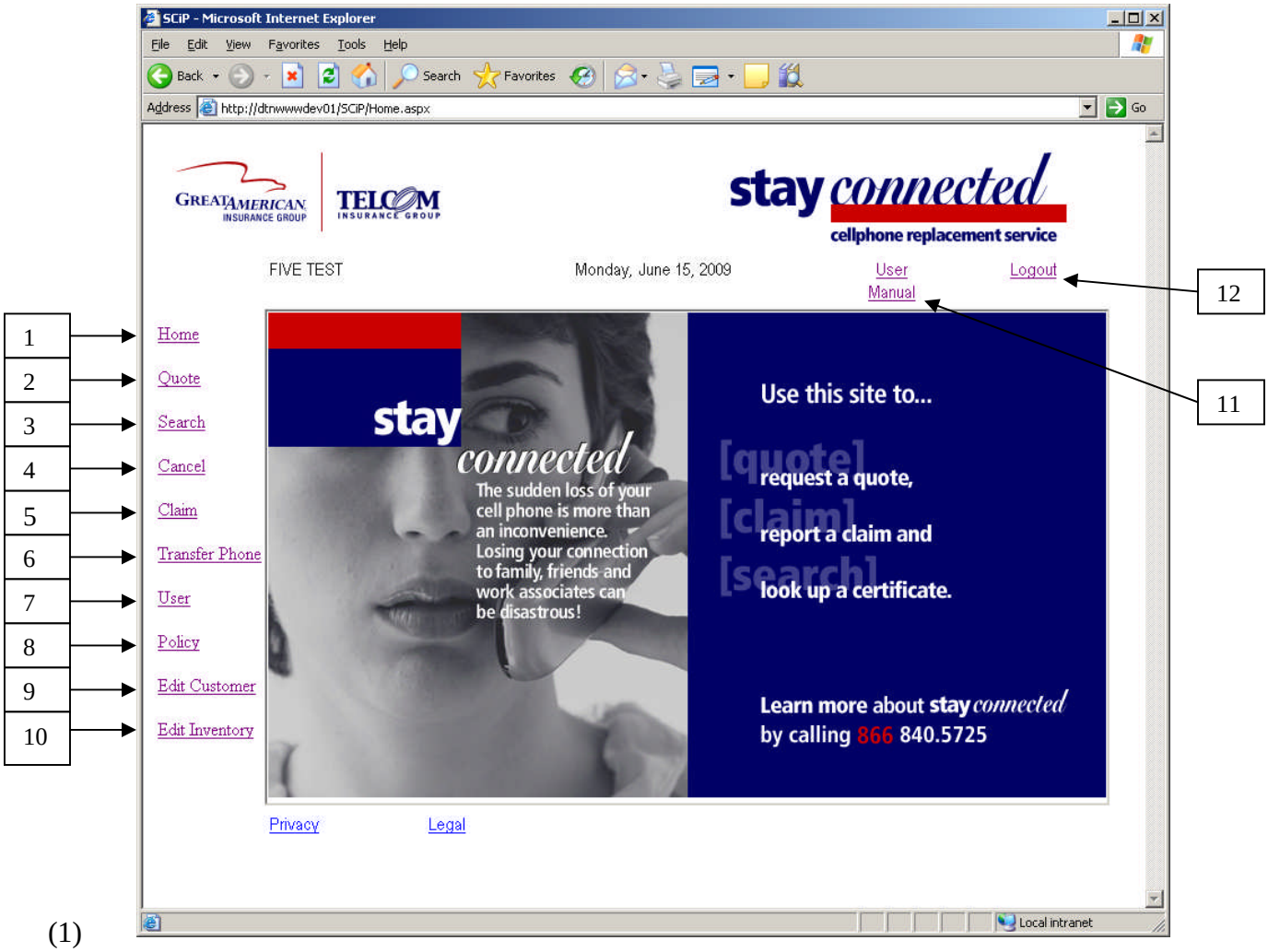
If you are having issues with logging in, please contact us at stayconnectedsupport@gaic.com.

(4) **Click Privacy or Legal**

This will take you to the Great American Privacy and Legal Documentation which is present on all web applications.

Stay Connected (SCiP) Home Page:

This is the main page which allows you to go any place in the system by making a selection on the left side of the screen.



(1)

Click <u>Home</u>

Will return you to the home page no matter where you are.

(2) **Click <u>Quote</u>**

Will return you to the quote page where you can add cell phones, insurance and price.

(3) **Click <u>Search</u>**

Will return you to Search page where you can enter different data elements.

(4) **Click <u>Cancel</u>**

Will return you to cancel page where you can search for an enrollment and cancel partial coverage or complete coverage.

Home Page (2):

(5) **Click Claim**

Will return you to claim page where you perform a search for insurance coverage and can complete the necessary information on the screen to populate the fields on the loss notice, print out the loss notice and get signature as well as submitting the loss notice to Great American.

(6) **Click Transfer Phone**

Will return you to transfer page where you can search for an enrollment and transfer coverage. This function will be used for only two scenarios:

1. **New phone purchase to replace an existing phone.**
2. **Insured changes coverage or equipment during preview window of 14 days**

(7) **Click User**

If you have the proper permission this will allow you to enter new users and to reset passwords. If you do not have permission the link will be grayed out.

(8) **Click Policy**

If you have the proper permission this will allow you to enter new policies, edit policies and cancel policies. If you do not have permission the link will be grayed out.

(9) **Click Edit Customer**

Will return you to edit page where you can search for an enrollment and update customer information that may have been enter incorrect.

(10) **Click Edit Inventory**

If you have the proper permission this will allow you to enter new phone makes and models and deactivate phones no longer available.

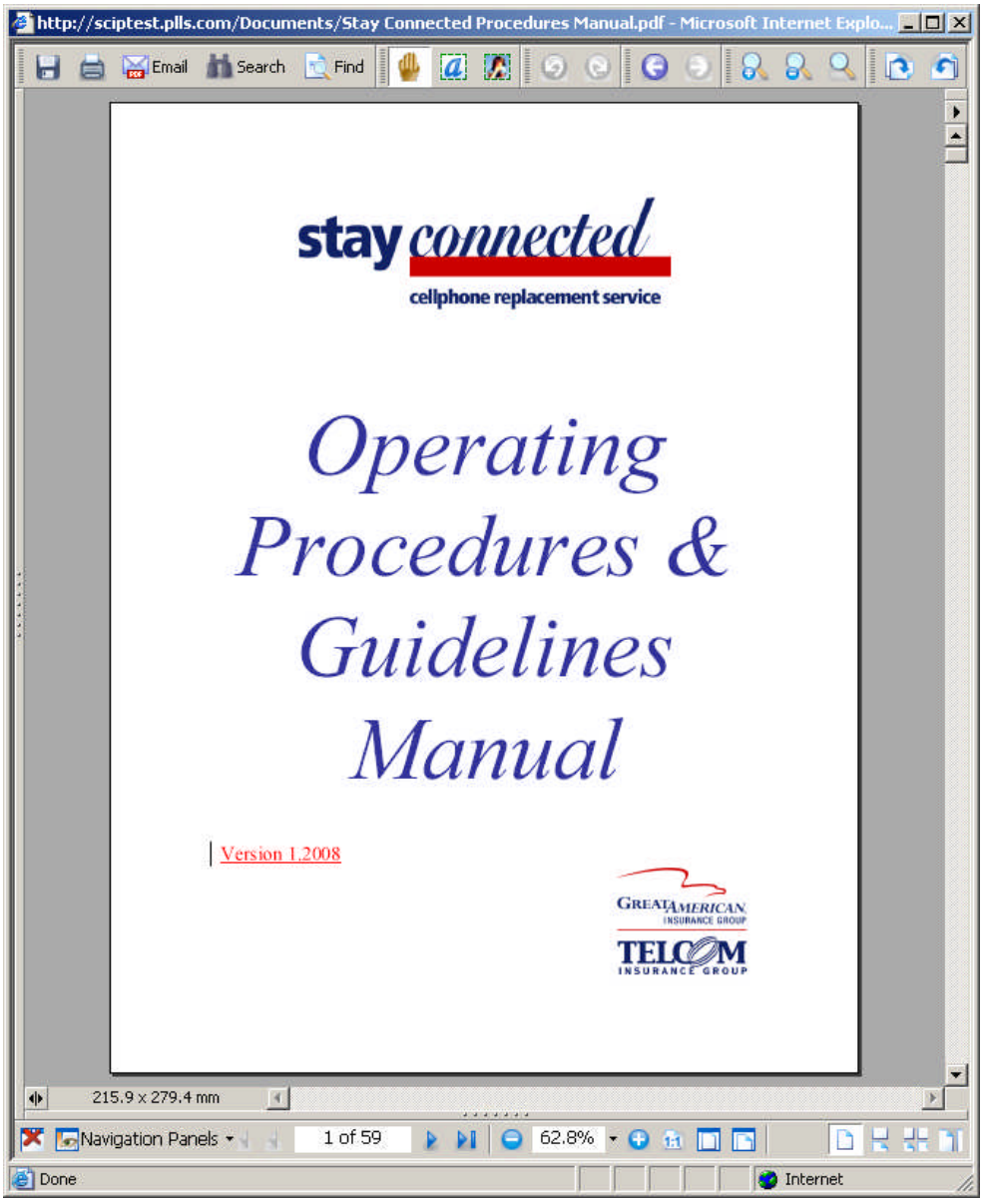
(11) **Click User Manual**

Allows you to view the user manual.

(12) **Click Logout**

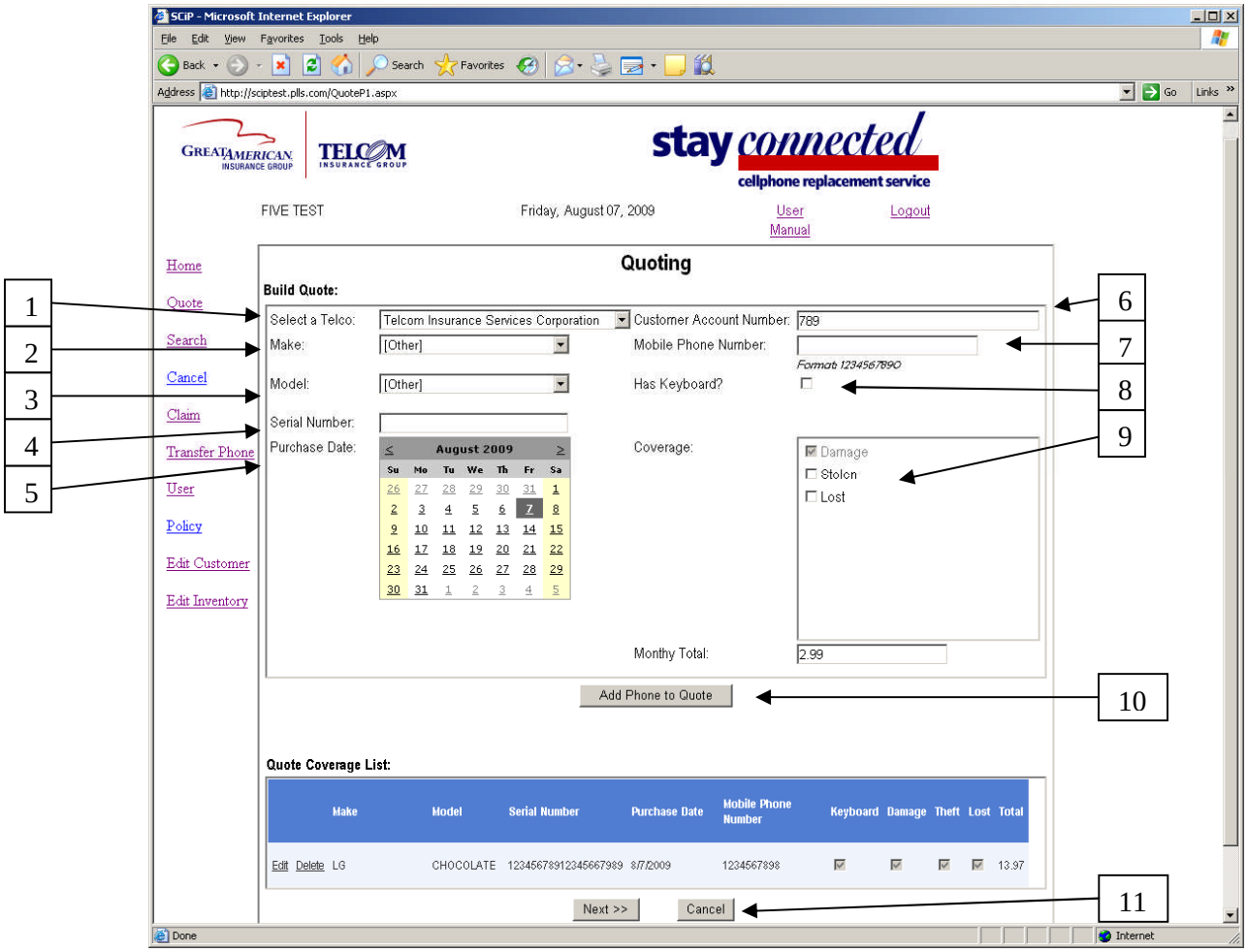
Logs you out of the system.

Home Page (3):


http://sciptest.plls.com/Documents/Stay Connected Procedures Manual.pdf - Microsoft Internet Explo...
Email
Search
Find
stay connected
cellphone replacement service
Operating Procedures & Guidelines Manual
Version 1.2008
GREAT AMERICAN INSURANCE GROUP
TELCOM INSURANCE GROUP
215.9 x 279.4 mm
Navigation Panels
1 of 59
62.8%
Done
Internet

Stay Connected (SCiP) Quote Page:

This page will allow you enter in minimal information to obtain a quote of insurance per cell phone for a Customer. If you have multiple phones repeat process before selecting the next button.



(1) **Select a Telco**

This is only available for user roles Administrator and Telcom

(2) **Make**

Choose Make of Cell Phone

(3) **Model**

Choose Model of Cell Phone

(4) **Serial Number:**

Enter Serial number of Cell Phone

Quote Page (2):

(5) **Purchase Date**

Choose Date from Calendar (System defaults to current date)

(6) **Customer Account Number**

Enter Customer Account Number – this will automatically search for the customer information and will populate the consumer information on page 2 of the Quote page. If no match is found you will receive a message (No match Found on customer account number. Enter new customer information above or select the Edit Quote button to return to previous page and enter a new customer account number.).

(7) **Mobile Phone Number**

Enter Mobile Phone Number of new cell phone

(8) **Keyboard (Y/N)**

Choose Yes or No for Keyboard on Cell Phone

(9) **Coverage**

Choose Insurance coverage (Damage - automatically selected)

(10) **Add Phone to Quote**

Adds all data entered on screen and resets to add additional cell phones

Helpful Tip!

If you need to add more than one phone to the certificate, repeat steps 1-8. When finished adding all phones, continue to Step 11.

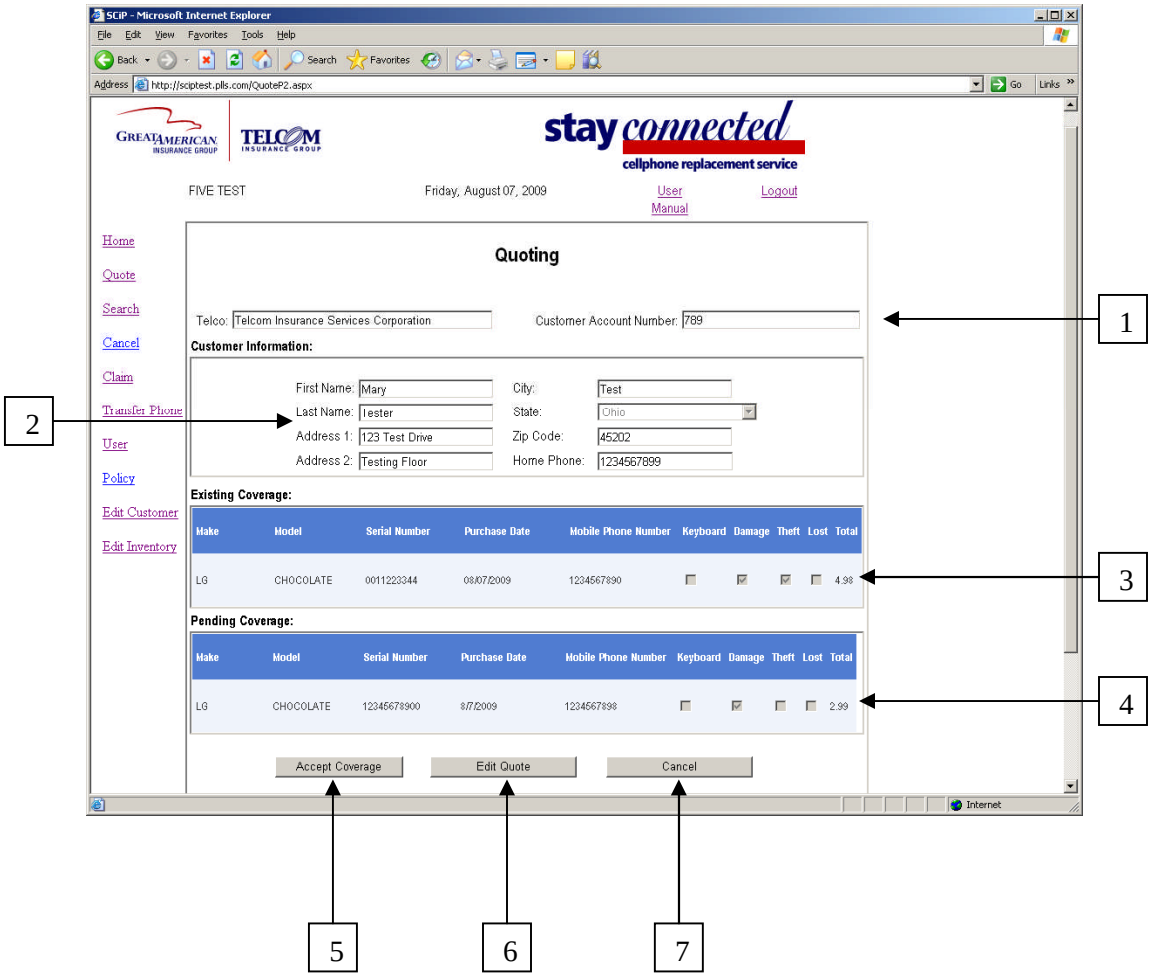
(11) **Next or Cancel Buttons**

Next will take you to next page to enter additional information to complete the certificate

Cancel will cancel the information entered and take you back to the Home page

Quote Page (3):

After selecting the Next button from quote page, you can add additional information necessary for completing the quote.



(1) **Customer Account Number:**

Customer Account Number from Quote page 1.

(2) **Customer Information**

Enter Customer information if new customer.

If the Customer is a business, no need to enter a Last Name.

(3) **Existing Coverage**

List of existing coverage for the Customer Account Number

Quote Page (4):

(4) **Pending Coverage**

List of phones being quoted from previous Quote page

(5) **Accept Coverage Button**

Selecting this button will save the information and move to the next page to allow you to print the certificate.

(6) **Edit Quote Button**

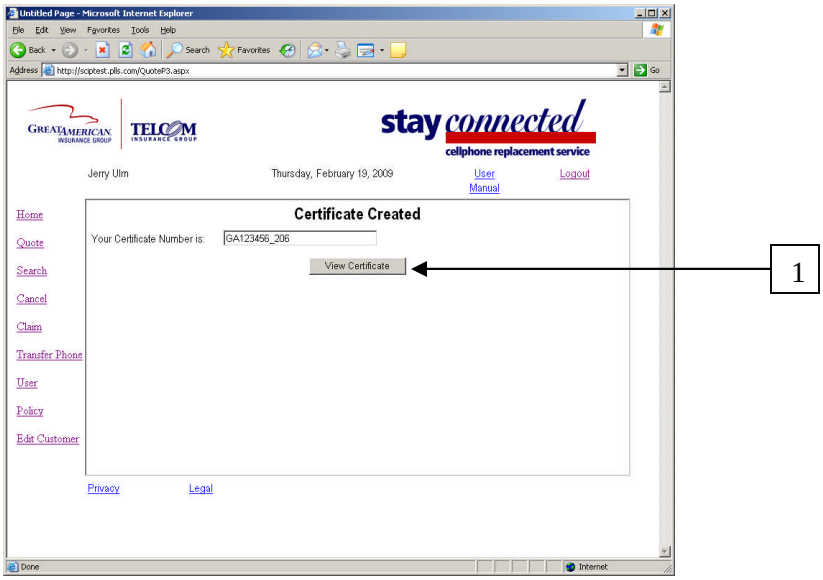
Selecting this button will allow you to go back and make changes to coverage.

(7) **Cancel Button**

Selecting this button will take you back to the home page.

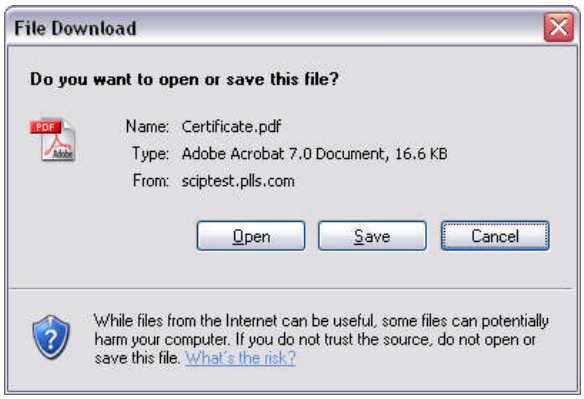
Quote Page (5):

After selecting the Accept Coverage button and selecting ok. This will allow you to view and print the certificate.



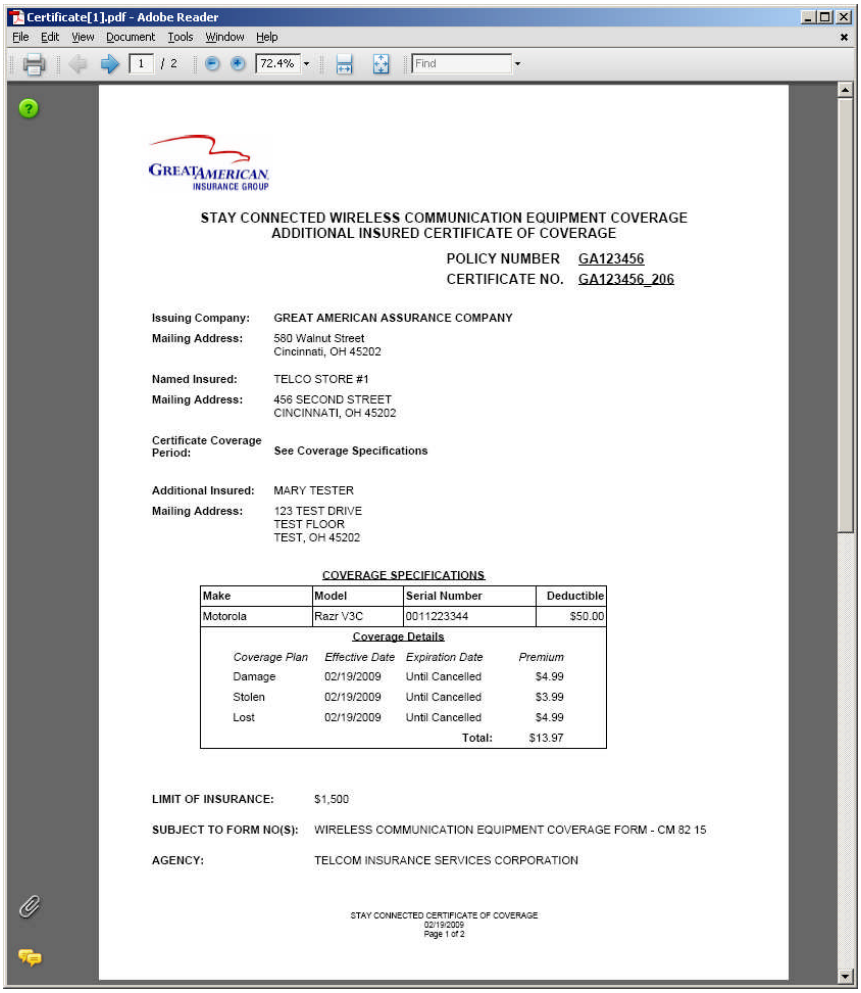
(1) **View Certificate Button**

Selecting this button will open up a window for you to save or open the certificate.


File Download
Do you want to open or save this file?
Name: Certificate.pdf
Type: Adobe Acrobat 7.0 Document, 16.6 KB
From: sciptest.plls.com
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

After selecting Open this is a sample certificate.

Quote Page (6):


Certificate[1].pdf - Adobe Reader

File Edit View Document Tools Window Help

1 / 2 72.4% Find

GREAT AMERICAN INSURANCE GROUP

STAY CONNECTED WIRELESS COMMUNICATION EQUIPMENT COVERAGE
ADDITIONAL INSURED CERTIFICATE OF COVERAGE

POLICY NUMBER GA123456
CERTIFICATE NO. GA123456_206

Issuing Company: GREAT AMERICAN ASSURANCE COMPANY
Mailing Address: 580 Walnut Street
Cincinnati, OH 45202

Named Insured: TELCO STORE #1
Mailing Address: 456 SECOND STREET
CINCINNATI, OH 45202

Certificate Coverage Period: See Coverage Specifications

Additional Insured: MARY TESTER
Mailing Address: 123 TEST DRIVE
TEST FLOOR
TEST, OH 45202

COVERAGE SPECIFICATIONS

Make	Model	Serial Number	Deductible
Motorola	Razr V3C	0011223344	$50.00

Coverage Details

Coverage Plan	*Effective Date*	*Expiration Date*	*Premium*
Damage	02/19/2009	Until Cancelled	$4.99
Stolen	02/19/2009	Until Cancelled	$3.99
Lost	02/19/2009	Until Cancelled	$4.99
		Total:	$13.97

LIMIT OF INSURANCE: $1,500

SUBJECT TO FORM NO(S): WIRELESS COMMUNICATION EQUIPMENT COVERAGE FORM - CM 82 15

AGENCY: TELCOM INSURANCE SERVICES CORPORATION

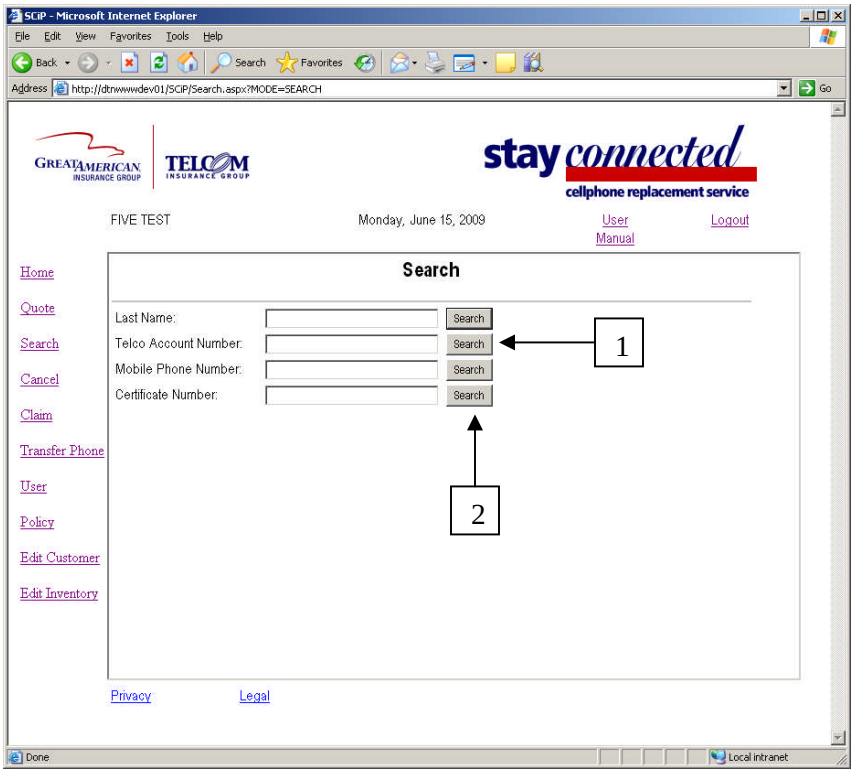
STAY CONNECTED CERTIFICATE OF COVERAGE
02/19/2009
Page 1 of 2

Helpful Tip!

Make sure you give the customer a copy of the certificate for their records.

Stay Connected (SCiP) Search Page:

The search page is where you can search for insurance coverage by entering in Customer Last Name, Telco's Account Number, Mobile Phone Number, or Certificate Number.



(1) **Enter Last Name**

Allows you to search by Customer Last Name

Enter Telco Account #

Allows you to search by Customer's Account Number with Telco

Enter Mobile Phone #

Allows you to search by Customer Mobile Phone Number

Enter Certificate #

Allows you to search by Customer's Certificate Number with Great American

(2) **Click Search**

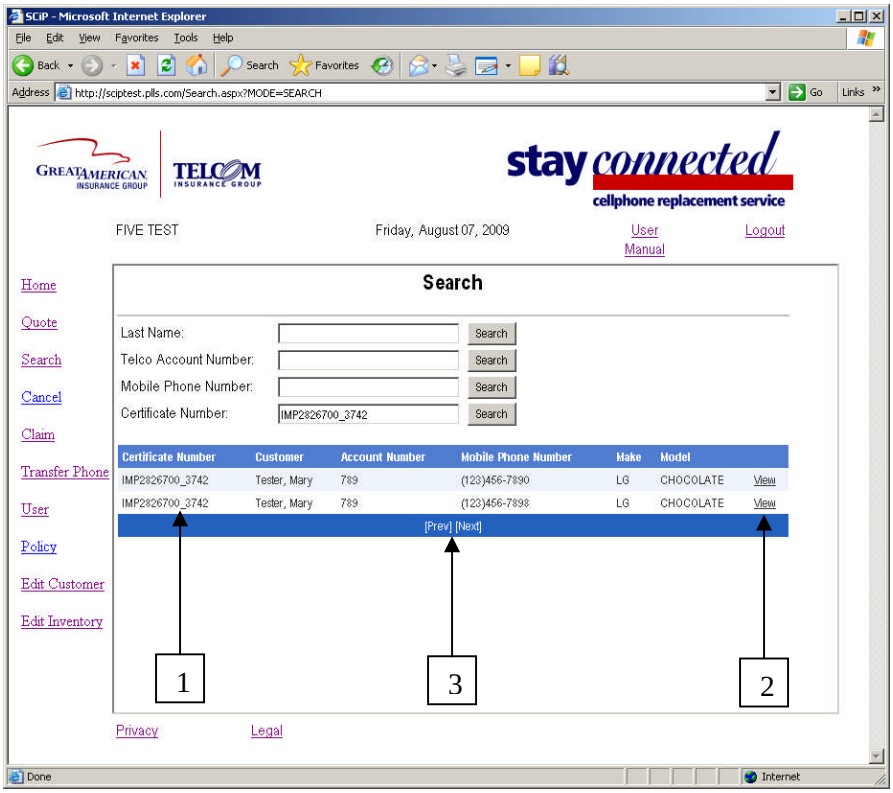
Enters the search criteria entered

Helpful Tip!

If you select the search button by the field you are searching on, your results will come back faster!

Search Page (2):

Results from clicking search button



(1) **Results of search**

Shows Certificate #, Customer, Account #, Mobile Phone #, Make, Model

(2) **Click <u>View</u>**

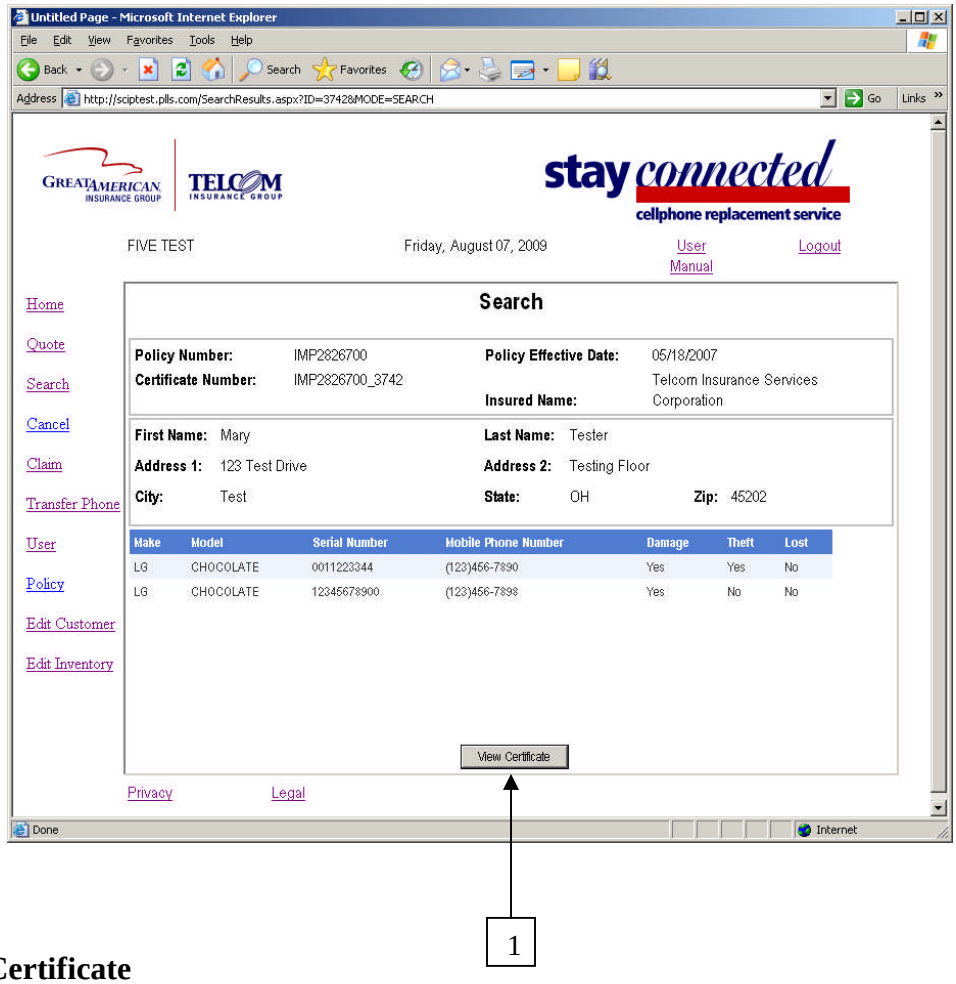
Will show you the certificate issued listing all equipment per certificate

(3) **Click <u>(Prev) (Next)</u>**

Depending how long the search results are you made need to advance to next page or move back to previous page.

Search Page (3):

After selecting View you will see screen below with option to view certificate.

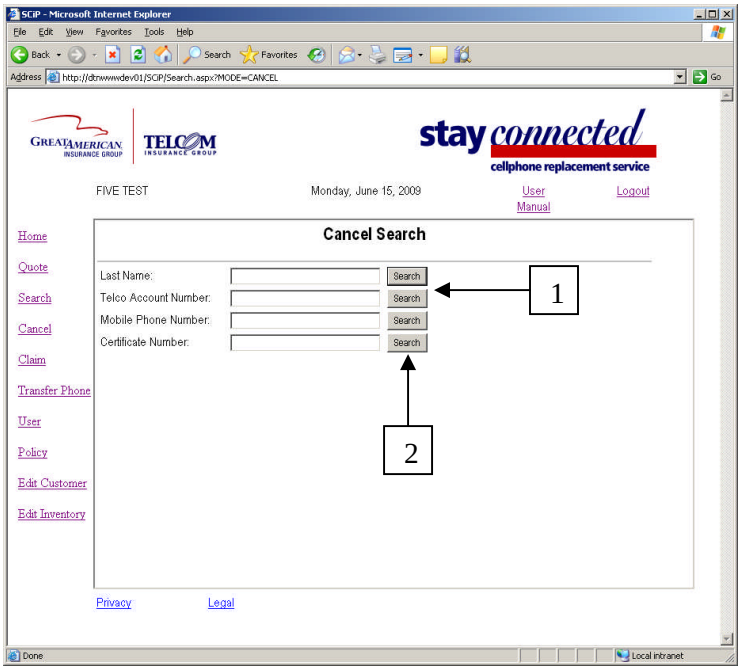


(1) **View Certificate**

Will allow you to reprint the certificate if needed as well as displaying the phones on the certificate and what coverage they have.

Stay Connected (SCiP) Cancel Page:

The cancel page is where you can search by Last Name, Telco Account Number, Mobile Phone Number or Certificate Number.



(1) **Enter Last Name**

Allows you to search by Customer Last Name

Enter Telco Account #

Allows you to search by Customer's Account Number with Telco

Enter Mobile Phone #

Allows you to search by Customer Mobile Phone Number

Enter Certificate #

Allows you to search by Customer's Certificate Number with Great American

(2) **Click Search**

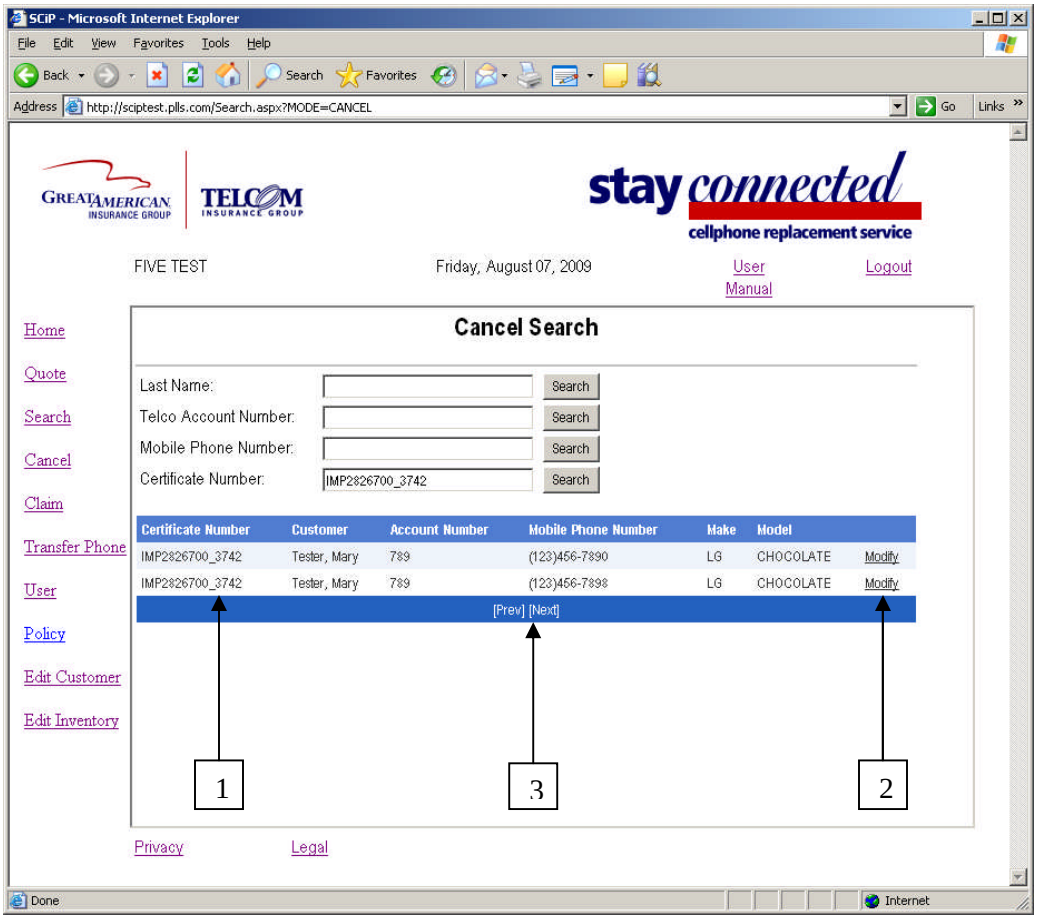
Enters the search criteria entered

Helpful Tip!

If you select the search button by the field you are searching on, your results will come back faster!

Cancel Page (2):

Results from clicking search button



(1) **Results of search**

Shows Certificate #, Customer, Account #, Mobile Phone #, Make, Model

(2) **Click <u>Modify</u>**

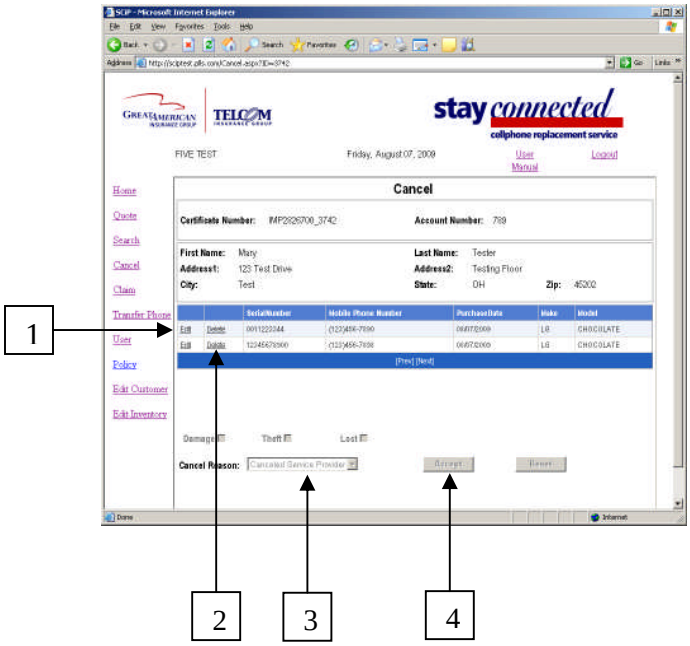
To select the certificate you would like to modify.

(3) **Click <u>(Prev) (Next)</u>**

Depending how long the search results are you made need to advance to next page or move back to previous page.

Cancel Page (3):

Results from clicking Modify.



Helpful Tip!

If the Edit and Delete buttons are grayed out, do a search on the certificate to make sure it has not already been canceled.

(1) **Edit**

Will remove partial coverage from selected equipment. (For example a phone has Damage, Theft and Lost you can remove Lost)

(2) **Delete**

Will remove all coverage from selected equipment. (For example a phone has Damage, Theft and Lost you would remove all three)

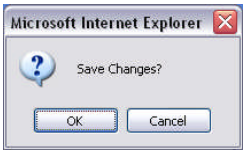
(3) **Cancel Reason**

You must select a cancel reason before you can accept the cancel.

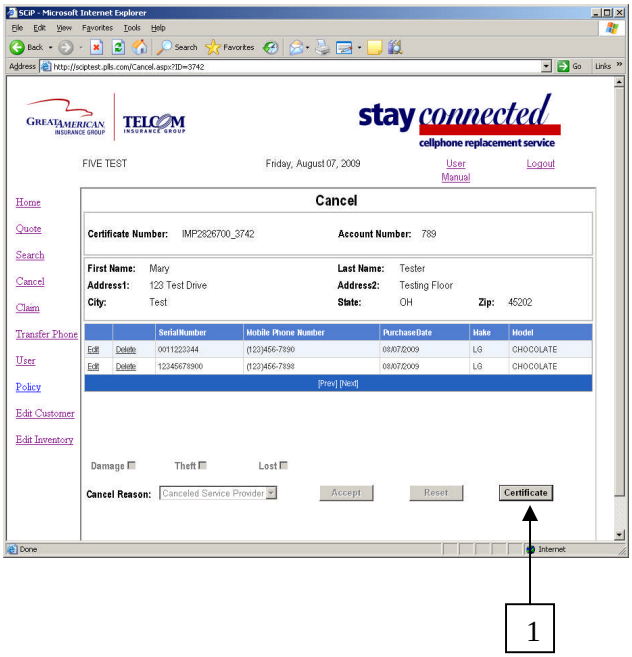
(4) **Accept**

Upon selecting the accept button the cancel is accepted and will prompt must select a cancel reason before you can accept the cancel. You will see an extra window pop up to verify changes.

Cancel Page (4):

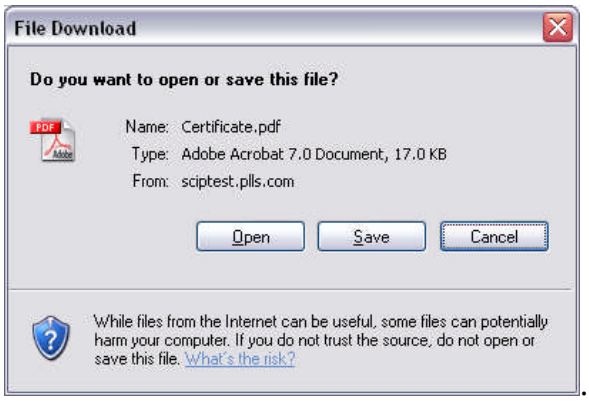


After selecting OK from Save Changes window you will have option to print certificate.



1) **Certificate**

If selected this will open up the window to print the certificate.

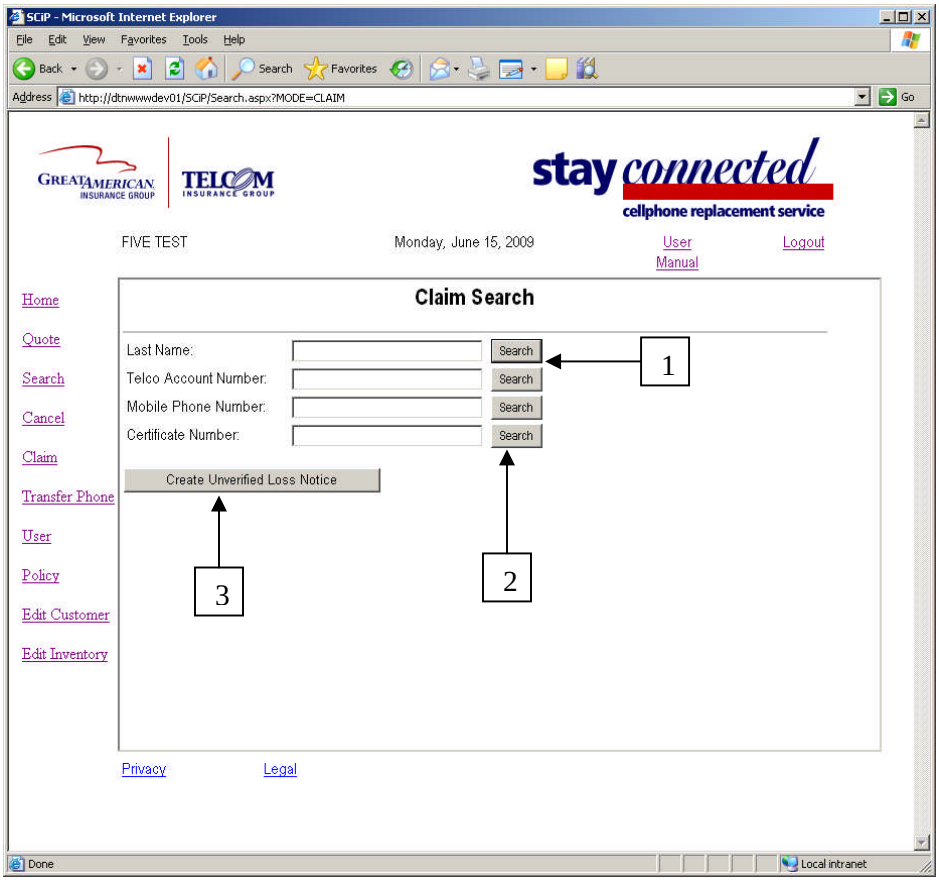

File Download
Do you want to open or save this file?
Name: Certificate.pdf
Type: Adobe Acrobat 7.0 Document, 17.0 KB
From: sciptest.plls.com
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Helpful Tip!

Make sure you provide the customer with their revised certificate.

Stay Connected (SCiP) Claim Search Page

The claim search page is where you can search for insurance coverage by entering in Customer Last Name, Telco's Account Number, Mobile Phone Number, or Certificate Number. You can also select the Create Unverified Loss Notice which will allow you to submit a loss notice without any equipment verification.



(1) **Results of search**

Allows you to search by Shows Customer Last Name, Telco's Account Number, Mobile Phone Number, or Certificate Number and then select the search button

(2) **Search Button**

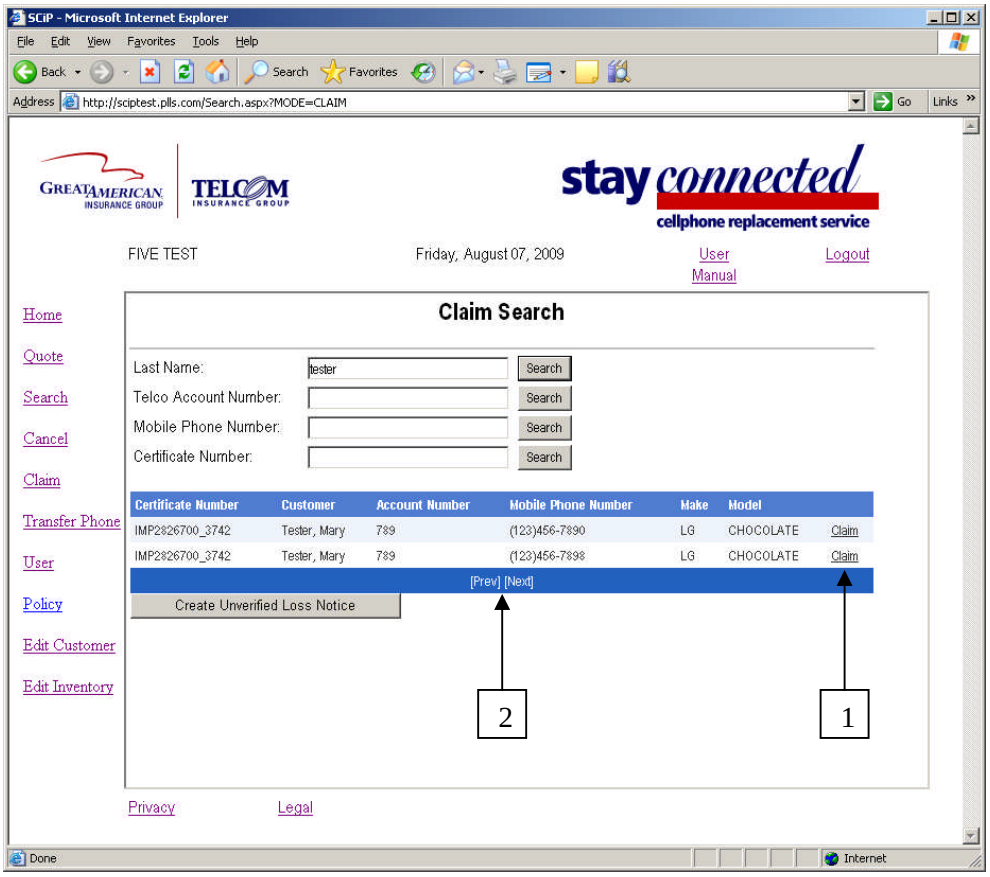
Allows you to search by Shows Customer Last Name, Telco's Account Number, Mobile Phone Number, or Certificate Number and then select the search button

(3) **Create Unverified Loss Notice**

Allows you to submit a loss notice without verification of insurance coverage

Claim Search Page (2):

After entering in search criteria and selecting the search button



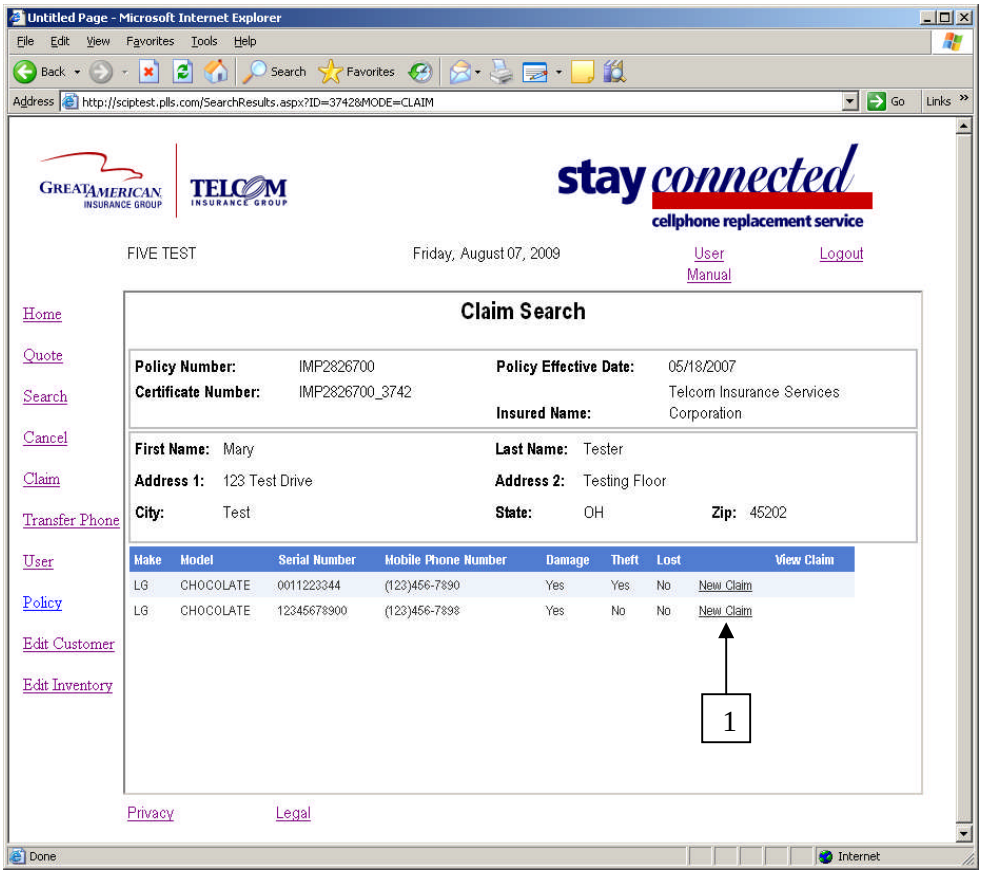
(1) **Click <u>Claim</u>**

This will allow you to see the customer information as well as the equipment information and coverage.

(2) **Click <u>(Prev) (Next)</u>**

Depending how long the search results are you made need to advance to next page or move back to previous page.

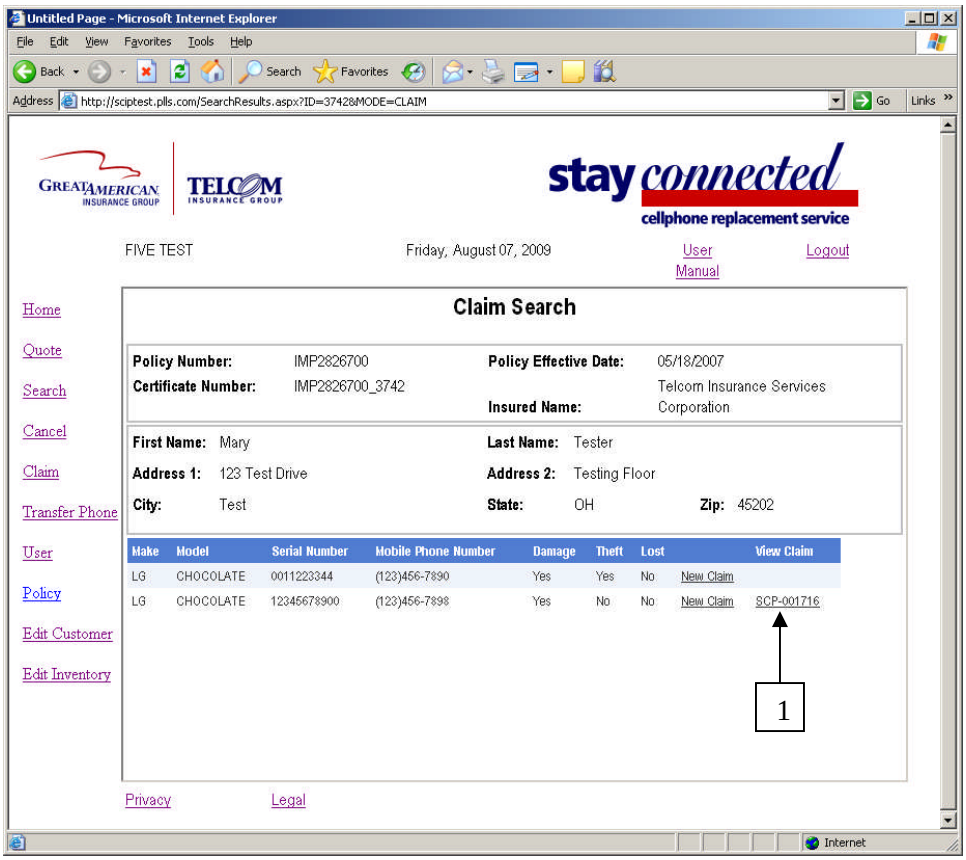
Claim Search Page (3):



(1) **New Claim**

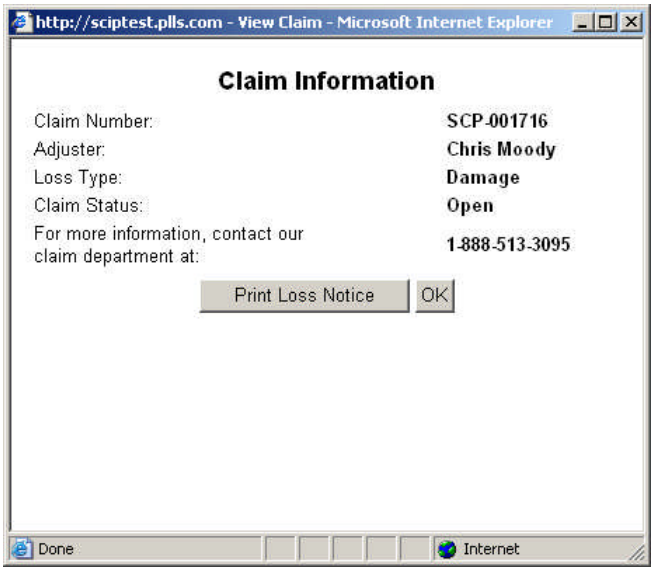
This will allow you to start completing the loss notice for the selected customer and equipment. It will prefill the information in the loss notice for you.

Claim Search Page (4):

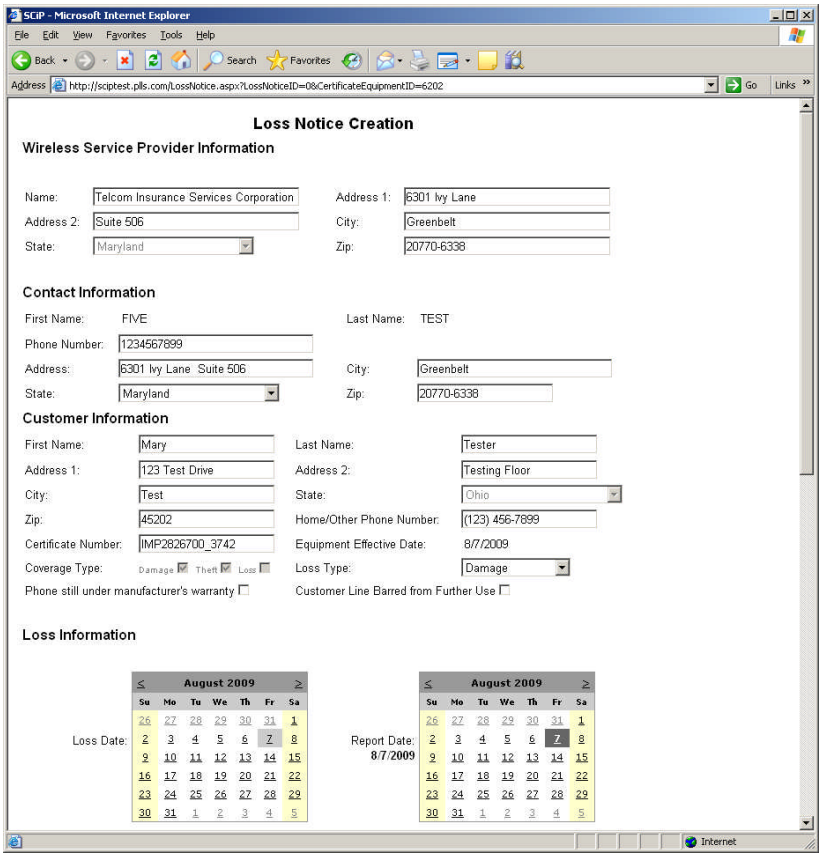


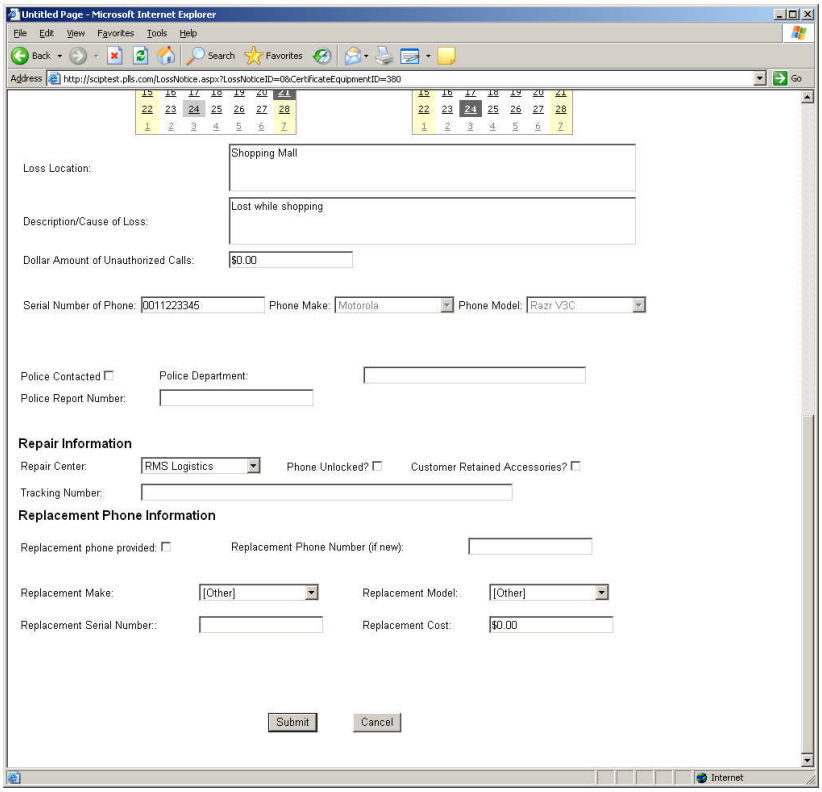
(1) **View Claim**

This will allow you to see status of a claim that has been created.



Stay Connected (SCiP) Lost Notice Page



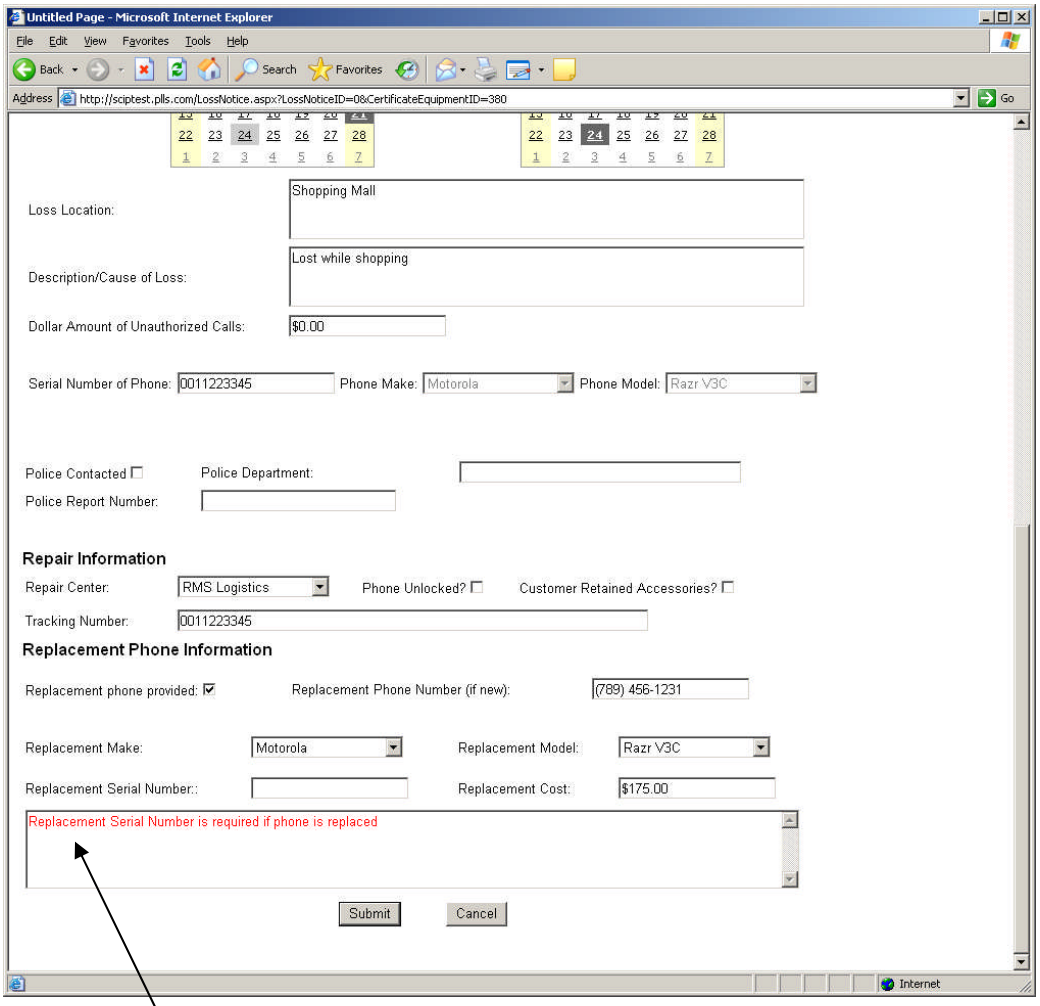


Lost Notice Page (2):

(1) **Submit Button**

This will allow you to start completing the loss notice for the selected customer and equipment. It will prefill the information in the loss notice for you.

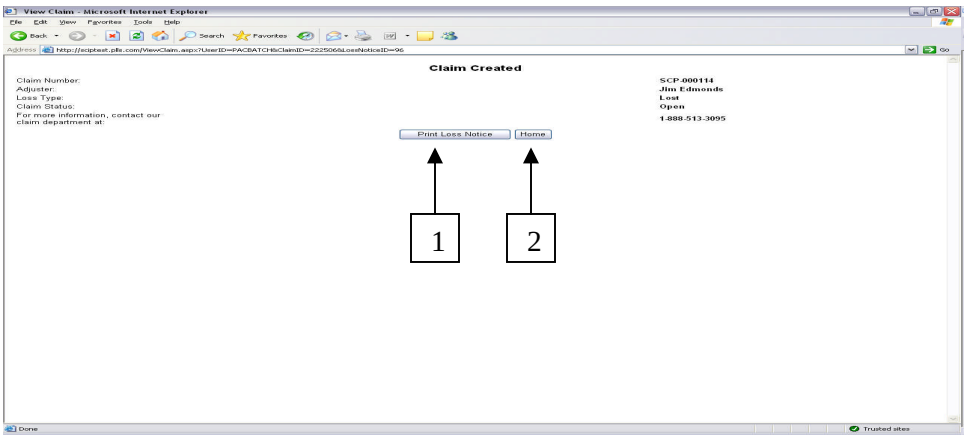
You would go thru the Loss Notice and complete all required fields then select the Submit Button. If all information is not completed the system will tell you what is needed.



Above example is showing that Replacement Serial Number is required if phone is replaced. Once you enter the missing information and select Submit it will automatically generate a claim at Great American but the **Loss Notice must be printed out and follow the claims procedure.**

Lost Notice Page (3):

Shows that a claim has been created and provides information regarding the claim.



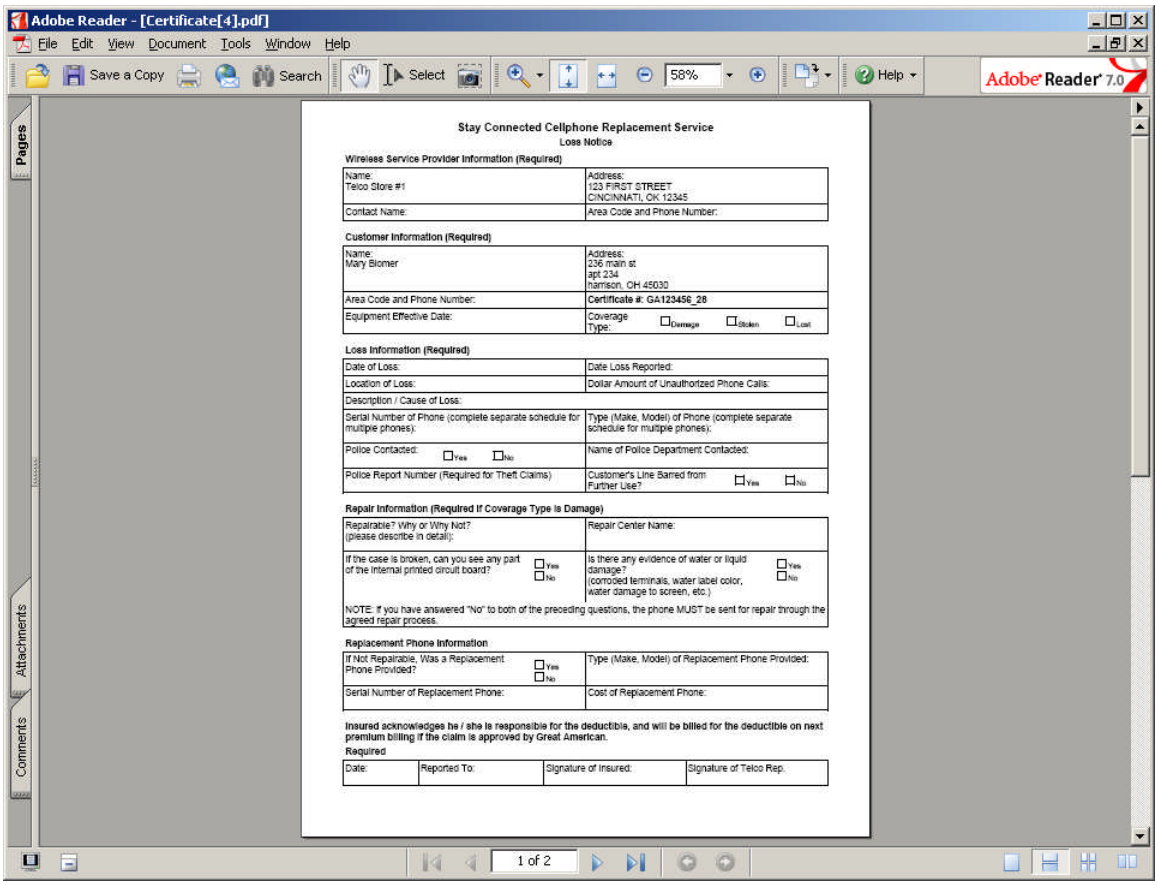
(1) **Print Loss Notice**

This will allow you to print out the Loss Notice for signature.

(2) **Home**

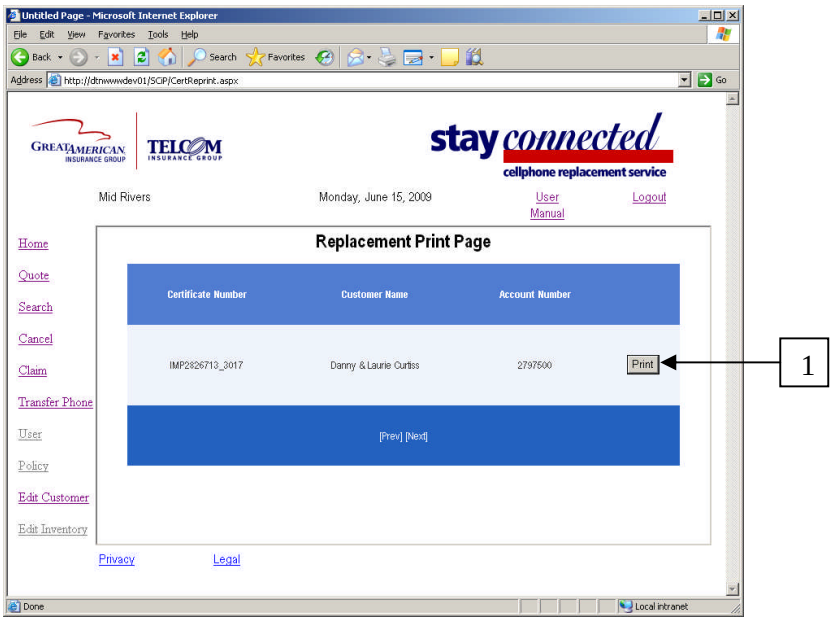
This will allow you to print go back to the Stay Connected Home Page.

Sample of Loss Notice


Adobe Reader - [Certificate[4].pdf]
Stay Connected Cellphone Replacement Service
Loss Notice
Wireless Service Provider Information (Required)
Customer Information (Required)
Loss Information (Required)
Repair Information (Required if Coverage Type is Damage)
Replacement Phone Information
Insured acknowledges he / she is responsible for the deductible, and will be billed for the deductible on next premium billing if the claim is approved by Great American.
Required
1 of 2

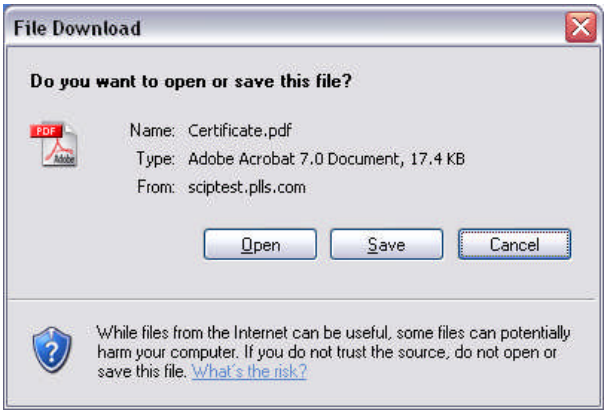
Stay Connected (SCiP) Replacement Print Queue

Once a Lost or Theft Claim has been closed with Great American a Replacement Print Queue will appear when you log in for the first time each morning.

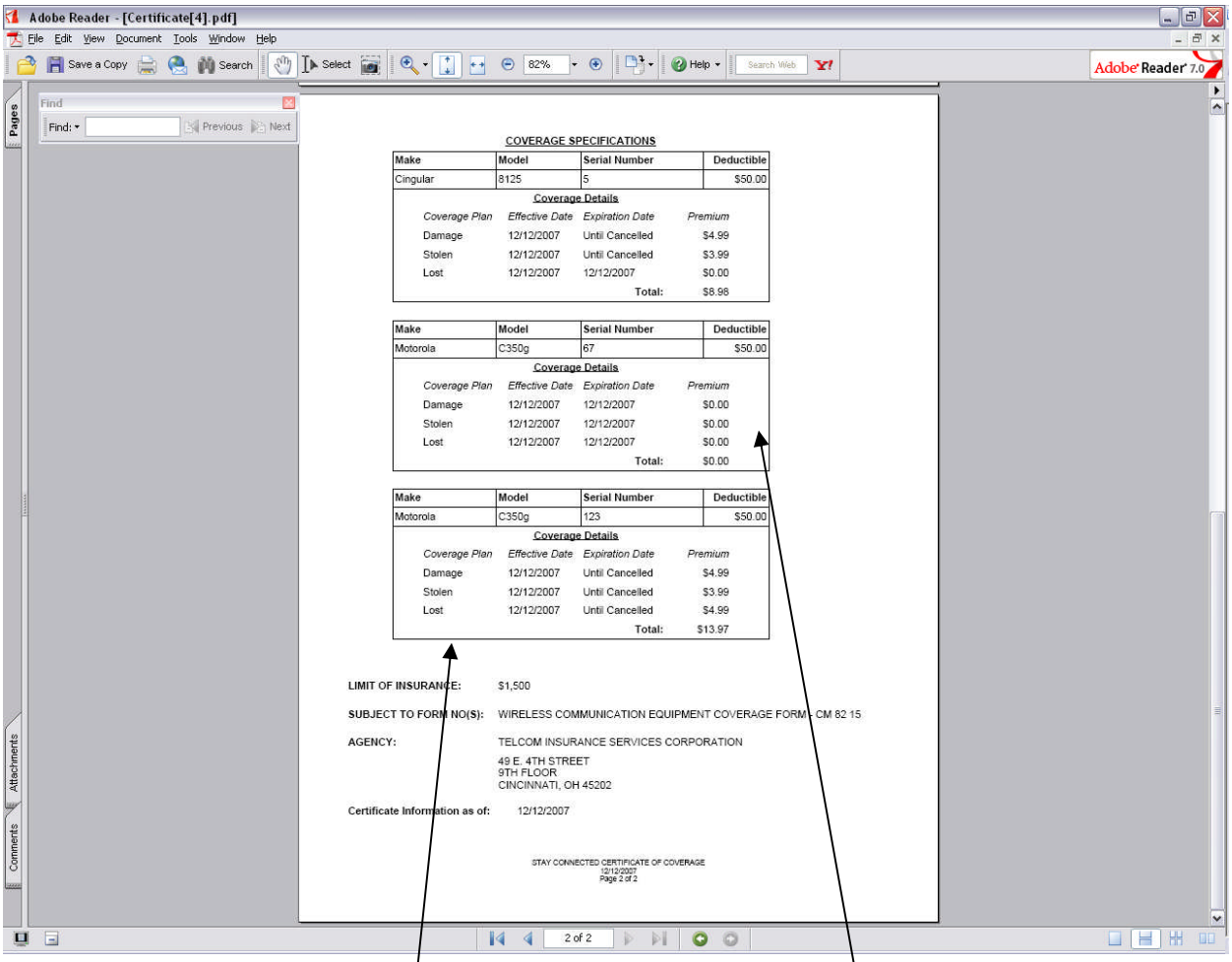


(1) **Print Button**

Select the print button and you will receive a pop up box to open. Then the new certificate will open with the original equipment cancelled and the new replacement phone added.


File Download
Do you want to open or save this file?
Name: Certificate.pdf
Type: Adobe Acrobat 7.0 Document, 17.4 KB
From: sciptest.plls.com
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Replacement Print Queue Page (2):

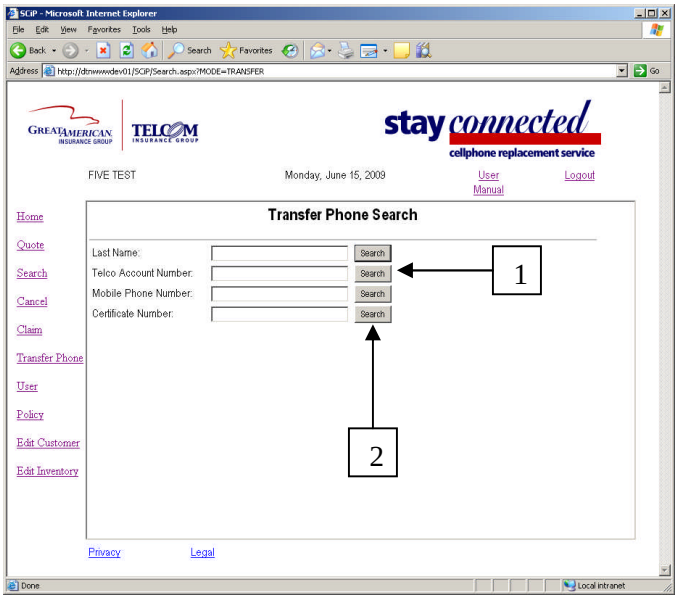


(1) **Print Button**

This is showing the cancelled phone as well as the replacement phone.

Stay Connected (SCiP) Transfer Page

The transfer page is where you can search by Last Name, Telco Account Number, Mobile Phone Number or Certificate Number.



(1) **Enter Last Name**

Allows you to search by Customer Last Name

Enter Telco Account #

Allows you to search by Customer's Account Number with Telco

Enter Mobile Phone #

Allows you to search by Customer Mobile Phone Number

Enter Certificate #

Allows you to search by Customer's Certificate Number with Great American

(2) **Click Search**

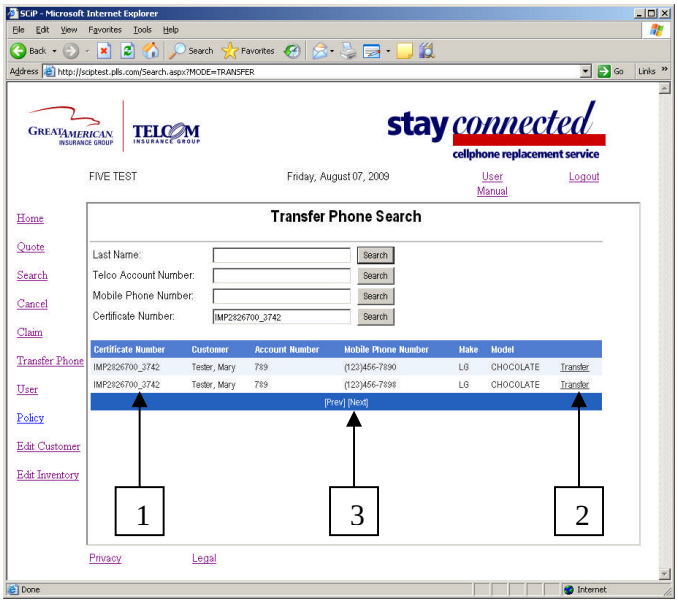
Enters the search criteria entered

Helpful Tip!

If you select the search button by the field you are searching on, your results will come back faster!

Transfer Page (2):

The results from clicking the search button



(1) **Results of search**

Shows Certificate #, Customer, Account #, Mobile Phone #, Make, Model

(2) **Click <u>Transfer</u>**

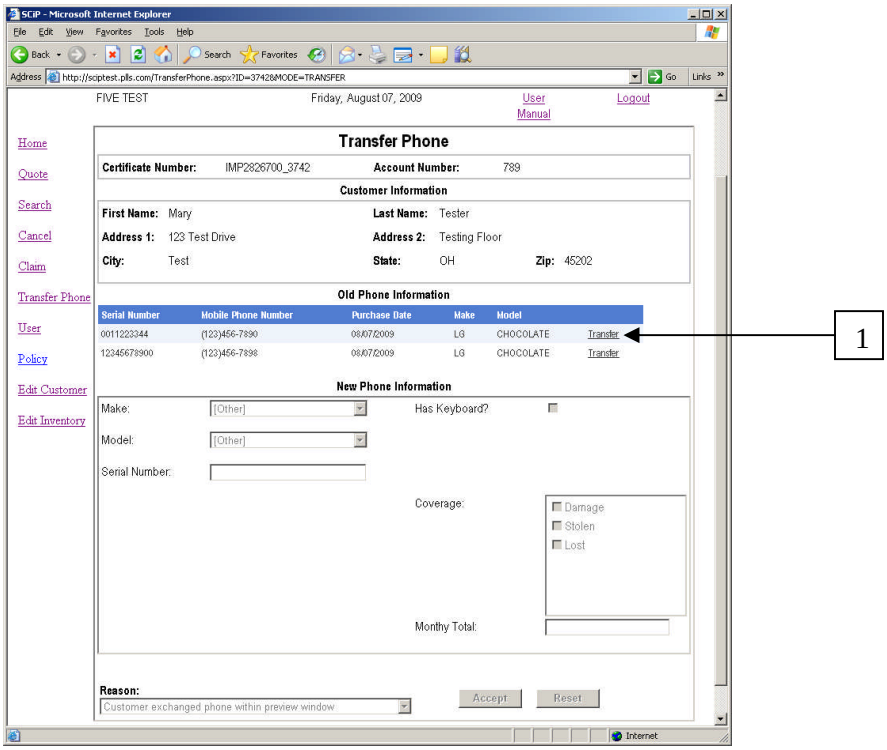
Will show you the certificate issued listing all equipment per certificate

(3) **Click <u>(Prev) (Next)</u>**

Depending how long the search results are you made need to advance to next page or move back to previous page.

Transfer Page (3):

Results form clicking Transfer on the certificate you would want to update.

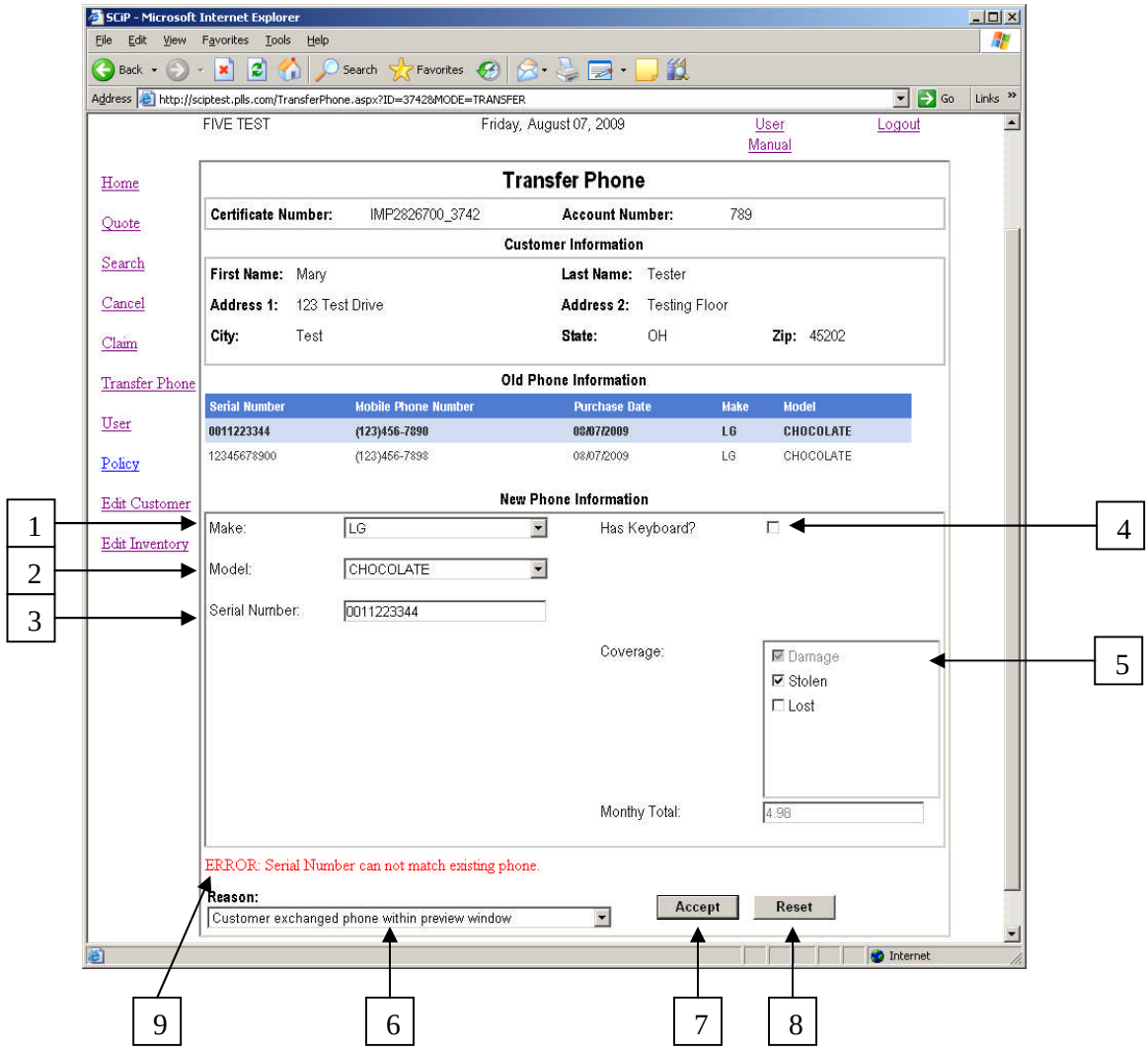


(1) **Transfer**

Select which phone equipment you want to update.

Transfer Page (4):

Results from clicking transfer on the Old phone information



(1) **Make**

Choose Make of Cell Phone

(2) **Model**

Choose Model of Cell Phone

(3) **Serial Number:**

Enter Serial number of new Cell Phone

(4) **Keyboard (Y/N)**

Choose Yes or No for Keyboard on Cell Phone

Transfer Page (5):

(5) **Coverage**

Change the coverage if necessary. The customers current coverage will default.

(6) **Reason**

Select the reason for the transfer of coverage. There are only two reasons why you would need to transfer coverage:

1. Customer exchanged phone within preview window.
2. Customer purchased new phone.

(7) **Accept**

Accept – will to save your changes

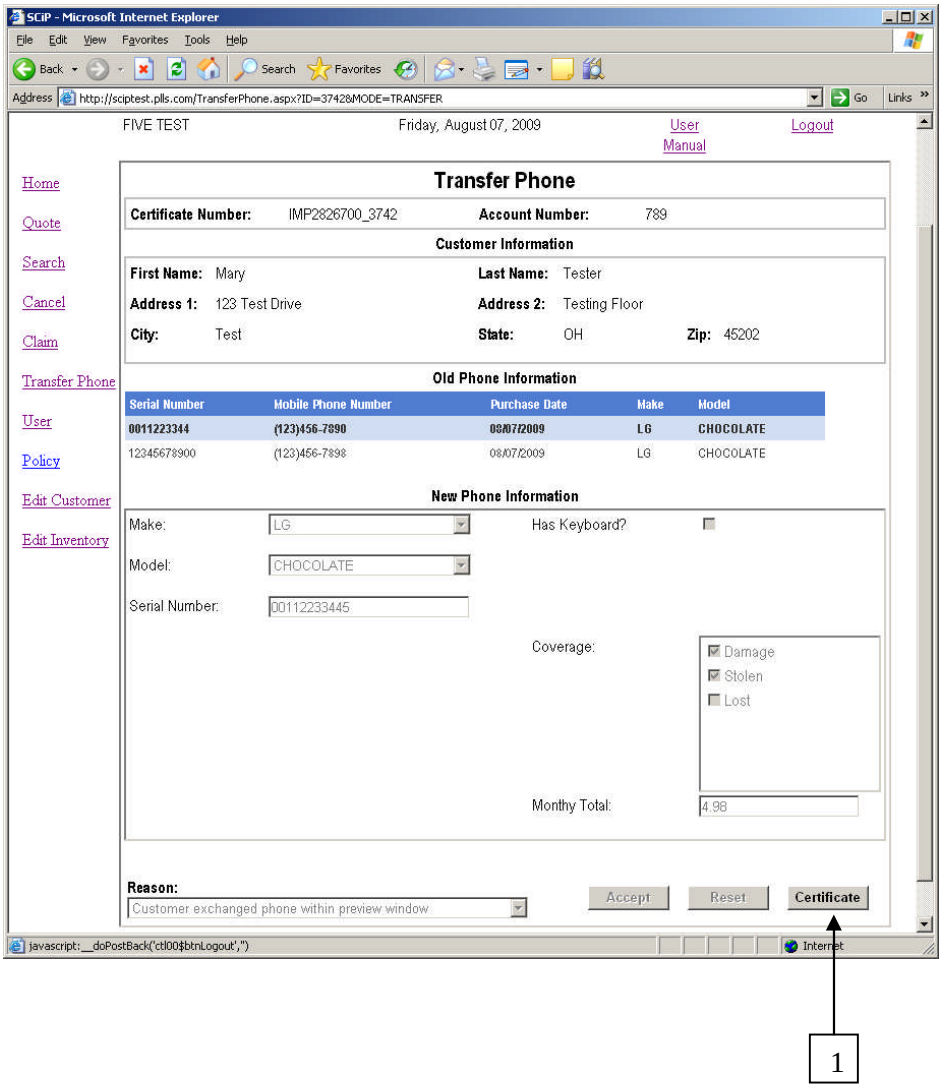
(8) **Reset**

Reset - will cancel the updates you make.

(9) **Error message**

The Serial Number cannot be the same as the Serial Number being replaced.

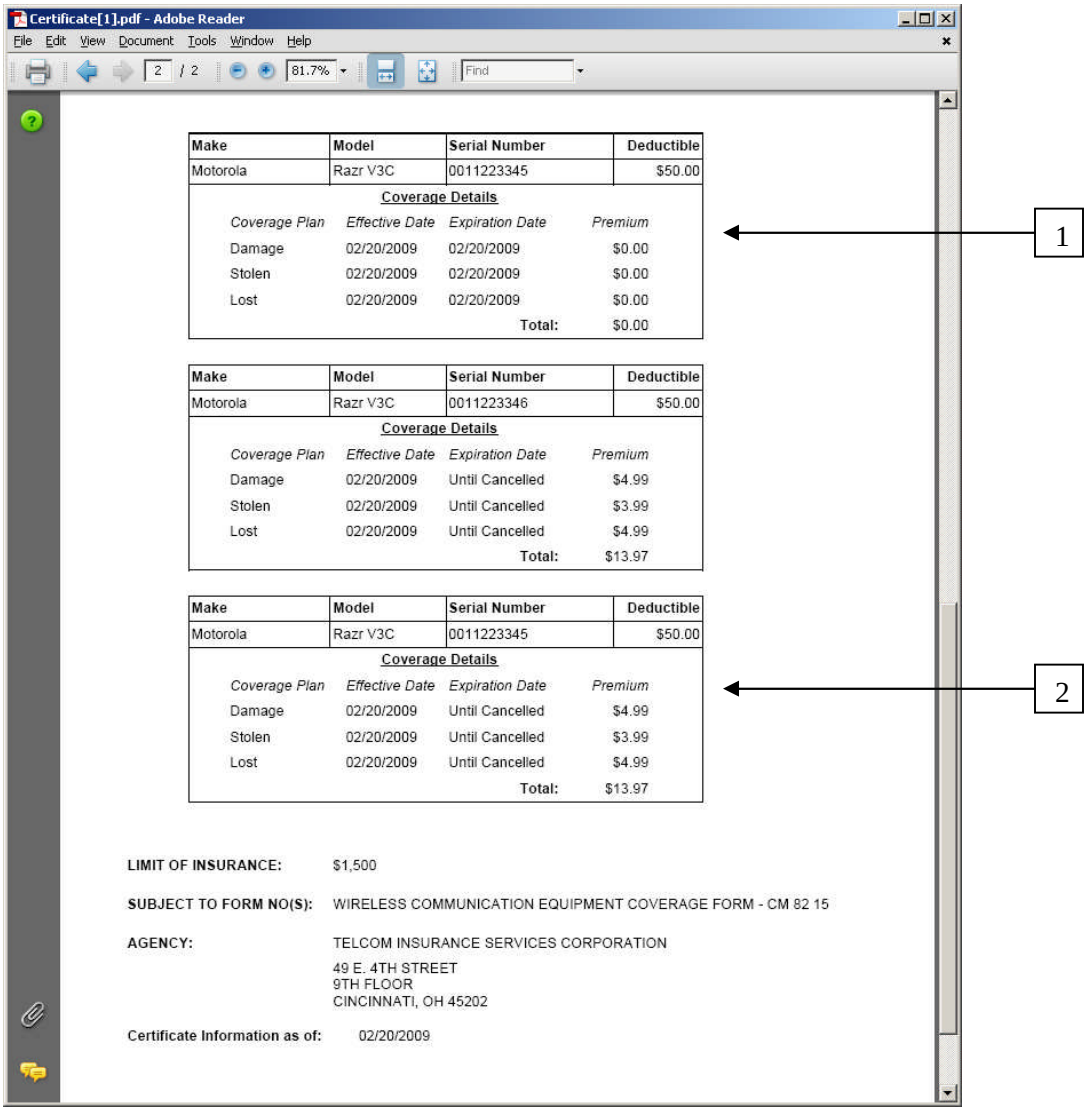
Transfer Page (6):



(1) **Certificate**

Will allow you to print off the new certificate.

Transfer Page (7):


Certificate[1].pdf - Adobe Reader
File Edit View Document Tools Window Help
2 / 2
81.7%
Find
Make | Model | Serial Number | Deductible
Motorola | Razr V3C | 0011223345 | $50.00
Coverage Details
Coverage Plan | Effective Date | Expiration Date | Premium
Damage | 02/20/2009 | 02/20/2009 | $0.00
Stolen | 02/20/2009 | 02/20/2009 | $0.00
Lost | 02/20/2009 | 02/20/2009 | $0.00
Total: $0.00
Make | Model | Serial Number | Deductible
Motorola | Razr V3C | 0011223346 | $50.00
Coverage Details
Coverage Plan | Effective Date | Expiration Date | Premium
Damage | 02/20/2009 | Until Cancelled | $4.99
Stolen | 02/20/2009 | Until Cancelled | $3.99
Lost | 02/20/2009 | Until Cancelled | $4.99
Total: $13.97
Make | Model | Serial Number | Deductible
Motorola | Razr V3C | 0011223345 | $50.00
Coverage Details
Coverage Plan | Effective Date | Expiration Date | Premium
Damage | 02/20/2009 | Until Cancelled | $4.99
Stolen | 02/20/2009 | Until Cancelled | $3.99
Lost | 02/20/2009 | Until Cancelled | $4.99
Total: $13.97
LIMIT OF INSURANCE: $1,500
SUBJECT TO FORM NO(S): WIRELESS COMMUNICATION EQUIPMENT COVERAGE FORM - CM 82 15
AGENCY: TELCOM INSURANCE SERVICES CORPORATION
49 E. 4TH STREET
9TH FLOOR
CINCINNATI, OH 45202
Certificate Information as of: 02/20/2009
1
2

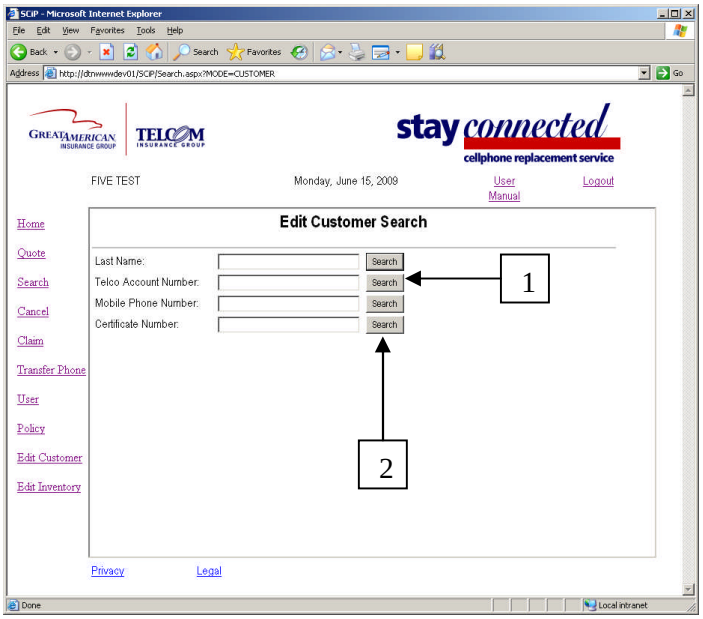
Helpful Tip!

Make sure you print off the new certificate and give to the customer so they can keep it for their records.

1. Old phone shown canceled
2. New phone added to the certificate

Stay Connected (SCiP) Edit Customer Page:

The Edit Customer page is where you can search by Last Name, Telco Account Number, Mobile Phone Number or Certificate Number.



(1) **Enter Last Name**

Allows you to search by Customer Last Name

Enter Telco Account #

Allows you to search by Customer's Account Number with Telco

Enter Mobile Phone #

Allows you to search by Customer Mobile Phone Number

Enter Certificate #

Allows you to search by Customer's Certificate Number with Great American

(2) **Click Search**

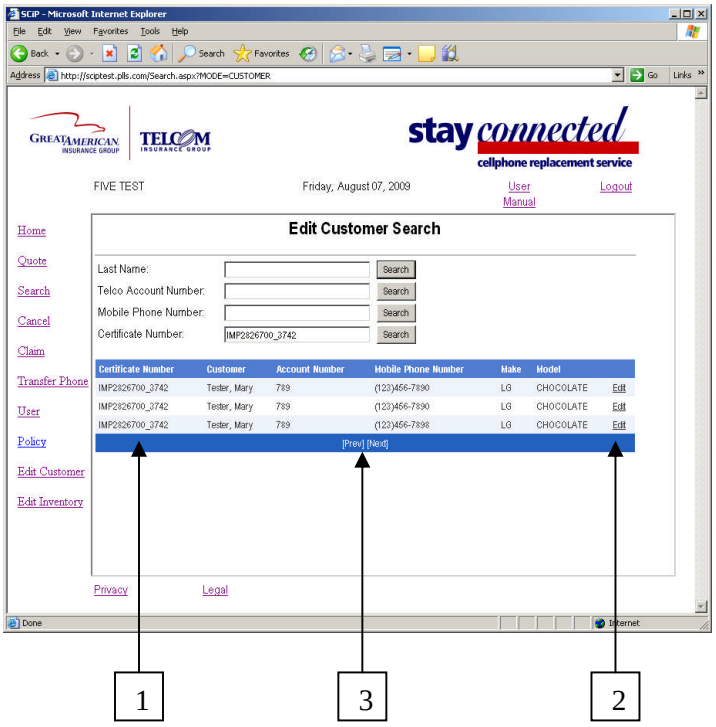
Enters the search criteria entered

Helpful Tip!

If you select the search button by the field you are searching on, your results will come back faster!

Edit Customer Page (2):

The results from clicking the search button



(1) **Results of search**

Shows Certificate #, Customer, Account #, Mobile Phone #, Make, Model

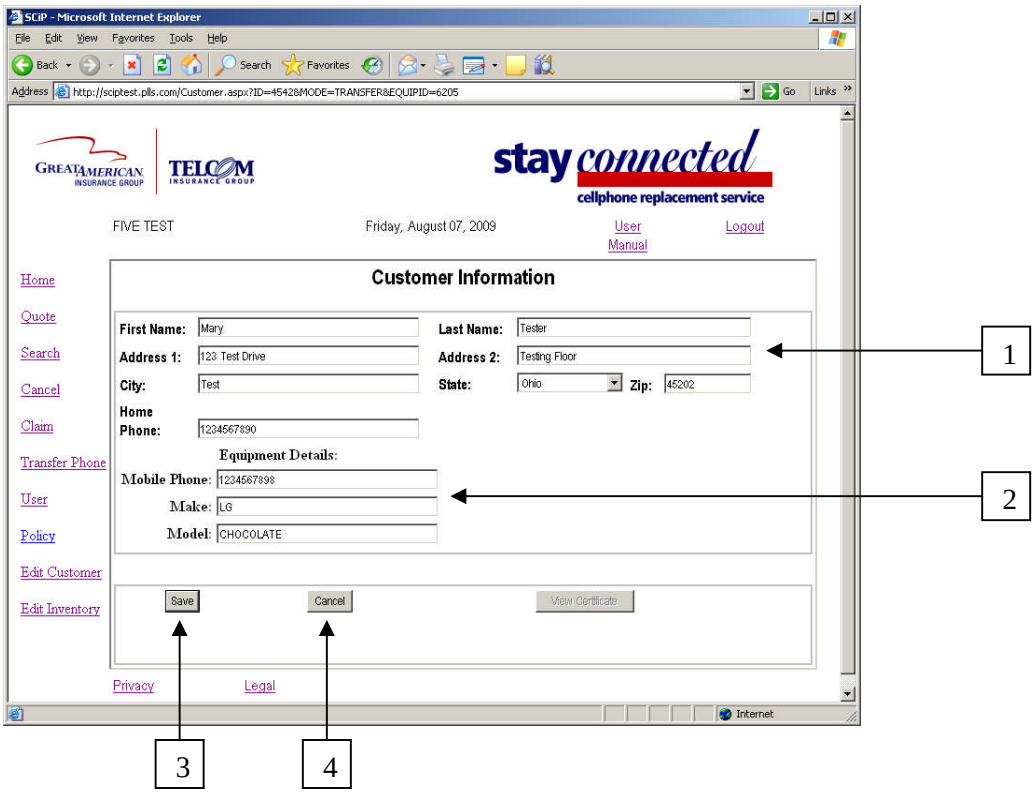
(2) **Edit**

Select the Customer that needs to be updated.

(3) **Click (Prev) (Next)**

Depending how long the search results are you made need to advance to next page or move back to previous page.

Edit Customer Page (3):



(1) **Editable Customer Information Fields**

Update the Customer information that needs to be changed.

(2) **Editable Equipment Field**

Update the Customer Mobile Phone Number that needs to be changed.
The Make and Model are for validating the equipment only and are not editable.

Helpful Tip!

If you made an error with typing the serial number of anything else that has to with the actual equipment, please email those changes to stayconnectedsupport@gaic.com with your reason for the request.

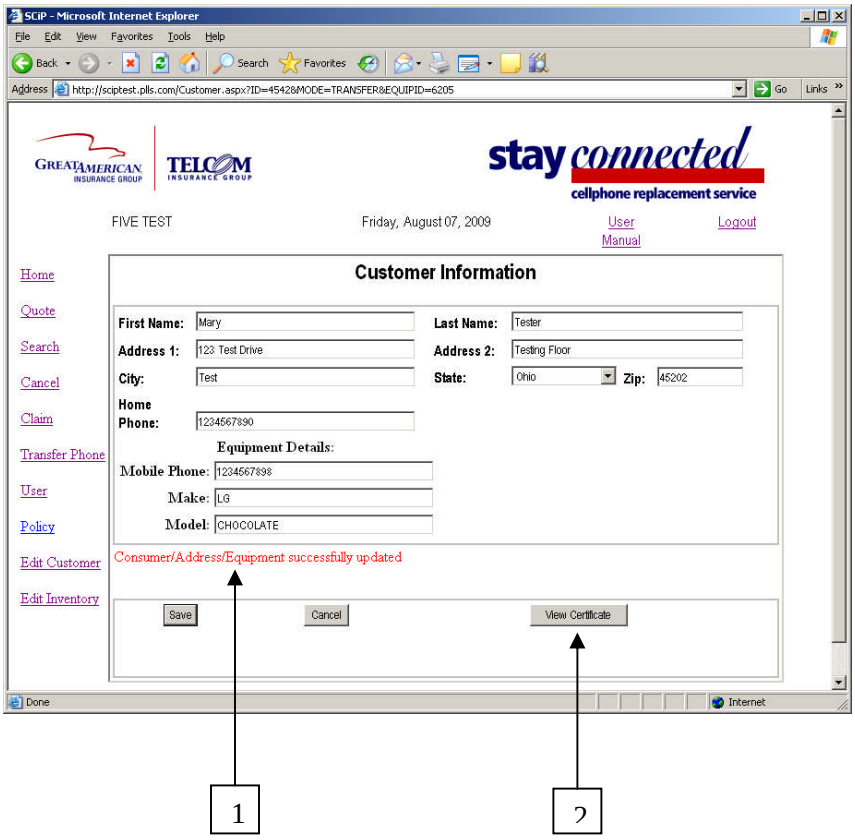
(3) **Save**

Save will save the changes that you made

(4) **Cancel**

Cancel will take you to the homepage

Edit Customer Page (4):



(1) You will get a message that says Consumer / Address / Equipment successfully updated.

(2) **View Certificate**

Will allow you to view the certificate with the updated information.

Helpful Tip!

Make sure you print off the new certificate and give to the customer so they can keep it for their records.